



PROGRAM POLICY

This policy, formerly known as the Operational Policy, has been renamed as the Program Policy in alignment with organizational restructuring and departmental renaming.

Document	Revision No	Reviewed on
Operations Policy	02	05.09.2017
Program Policy (<i>renamed</i>)	03	06.02.2026

Prepared by

Program Coordinator

Program Manager

Reviewed by

Director (Program)

Director (Academics)

Director (Career Support)

Vetted By

Executive Director

Approved By

Chairperson

INDEX

SN	SECTIONS	PAGE NO
1	SECTION 1: INTRODUCTION 1.1 About UPAY –Vision, Mission 1.2 About Policy – Purpose	4
2	SECTION 2: TEAM STRUCTURE	6
3	SECTION 3: INITIATIVES 3.1 Learning Centers 3.2 UPAY Library 3.3 Skill Development Initiatives 3.4 Women Empowerment Initiative 3.5 Disaster Relief Operations 3.6 Prerna Scholarship Scheme (PSS)	11
4	SECTION 4: LEARNING CENTERS MANAGEMENT (REACH & TEACH, FOOTPATHSHAALA, DAY-BOARDING) 4.1 New Center Opening Process (Flowchart) 4.1.1 Center Opening in New Zone 4.1.2 New Center Set Up in Existing Zone 4.2 Resources Management for Running a Center 4.2.1 Infrastructure Management 4.2.2 Human Resource Management 4.3 Center Program Activities 4.3.1 Standard Program Processes 4.3.2 Center Documentations 4.3.3 Syllabus Management 4.3.4 Celebrations at Centers 4.3.5 Award & Appreciations 4.3.6 Dos and Don't at Centers 4.4 Center Monitoring Committees 4.4.1 PMC- Performance Monitoring Committee 4.4.2 IMC- Infrastructure Monitoring Committee 4.5 Assessments 4.6 Meetings related to Programs 4.7 Permanent Center Closing	16

5	SECTION 5 - UPAY LIBRARY 5.1 New Library Opening Process 5.2 Library Requirements 5.3 Role of Library Coordinator 5.4 Library Monitoring Committee (LMC): 5.5 Assessment of Library 5.6 Procedure for getting membership of Library 5.7 Cancellation of membership of Library 5.7 Dos and Don't at Library 5.8 Permanent Library Closing	31
6	SECTION 6 - SKILL DEVELOPMENT INITIATIVE MANAGEMENT	33
7	SECTION 7 – WOMEN EMPOWERMENT INITIATIVES	36
8	SECTION 8 –DISASTER RELIEF INITIATIVES	37
9	SECTION 9 – SCHOLARSHIP AND SPONSORSHIP MANAGEMENT	48
10	SECTION 10 – POLICIES RELATED TO CHILD PROTECTION AND POSH	57
	Annexure: I – Center Related SOPs	58
	Annexure: II– Operations related formats	91

SECTION 1

INTRODUCTION

1. ABOUT UPAY –VISION, MISSION

UPAY (Underprivileged Advancement by Youth) is a youth-led, volunteer-driven non-government organization founded with the vision of addressing the deep-rooted challenges of education faced by underprivileged communities in India. Established by Shri. Varun Shrivastava along with a group of young professionals from IITs and NITs in 2011, UPAY was born out of a simple yet powerful realization that access to education and opportunities should not be determined by one's socio-economic background.

The organization began with grassroots efforts to reach children who were excluded from formal education systems, particularly those living on streets, in slums, villages and in remote or underserved areas. Over time, these efforts evolved into structured programs that not only focus on bridging learning gaps but also aim to create long-term pathways for empowerment and self-reliance.

Its flagship initiatives such as Reach & Teach and Footpathshaala are designed to bring learning directly to children who lack access to schools, while its skill development and women empowerment programs aim to enhance livelihood opportunities for youth and women by providing vocational training, digital literacy, and entrepreneurial guidance.

At its core, UPAY employs a multi-faceted approach to address socio-economic disparities and empower marginalized communities, one that goes beyond literacy to include values, life skills, and dignity. The organization strives to build a sustainable ecosystem where beneficiaries are not just recipients of support but active participants in their own growth, eventually becoming change-makers within their communities.

Vision:

“A future where, every child will have a **dignified childhood** and **equal opportunity** to **Live, Learn and Grow.**”

Mission: 2030

“To develop a **sustainable ecosystem** for the **underprivileged Community** in India by **enabling, educating, and empowering** its children.”

UPAY operates across multiple regions in India, with a presence in both urban and semi-urban areas. The organization has established its programs in key cities including Mouda, Nagpur, Gurgaon, Pune, Delhi, Bangalore, Kolkata, Gadawara, Garo hills, and Mumbai.

The organization continues to expand its footprint based on community needs, volunteer engagement, and resource availability, with a focus on reaching underserved and high-need areas.

CORE VALUES

Core values are the fundamental belief and principles that guide an organization's actions and decisions. They define the organization's culture, shape its identity, and influence the behaviour of its members. The Core value of UPAY is “**SPIRIT**”.

S- Sincerity with compassion

P - Positivity

I- Inclusivity

R- Resilient Humility

I - Integrity

T- Team work

By incorporating these core values, UPAY ensures that its efforts to empower underprivileged communities are not only effective but also aligned with the highest ethical standards and a deep commitment to positive social change.

2. ABOUT POLICY – PURPOSE

This Program Policy provides a structured framework to guide the planning, implementation, and oversight of all programs undertaken by UPAY. It establishes broad principles and standards to ensure consistency, quality, and coherence across different geographies and initiatives.

The policy aims to support clarity in roles and responsibilities, strengthen coordination among stakeholders, and enable effective monitoring and accountability mechanisms. It also ensures that all programmatic efforts remain aligned with UPAY's vision, mission, and core values.

Additionally, the policy serves as a reference for internal governance and external stakeholders, reflecting UPAY's commitment to transparency, integrity, and impact-driven work.

SECTION 2

TEAM STRUCTURE

2.1 CENTRAL TEAM

The Central Program Leadership Team is responsible for the strategic direction, standardization, and oversight of all programmatic interventions undertaken by UPAY. This team ensures alignment of field-level implementation with organizational priorities, policies, and quality standards. The Central Team comprises:

- Director (Program)
- Director (Academics)
- Director (Career Support and Community Empowerment)
- Zonal Directors
- Program Manager
- Program Coordinators

Director (Programs)

Role Description

The Director (Programs) shall be the apex authority for all program-related functions and shall be responsible for overall strategic leadership, governance, and performance of UPAY's programs. They shall report to the Chairman.

Responsibilities

- Provide strategic direction and ensure alignment of all programs with UPAY's mission, policies, and approved plans.
- Exercise functional oversight over the Program Verticals such as Academics, Career Support, Community Empowerment, and Zonal Operations.
- Ensure effective planning, implementation, monitoring, and evaluation of all programs.
- Approve program frameworks, key initiatives, and performance benchmarks.
- Oversee partnerships, resource allocation, and utilization across programs.
- Ensure periodic program reviews, impact assessments, and reporting to the Governing Body.

Director (Academics)

Role Description

The Director (Academics) shall be responsible for academic leadership, quality assurance, and effective implementation of UPAY's educational programs across cities.

Responsibilities

- Define and standardize academic frameworks, curriculum guidelines, and learning methodologies.
- Ensure quality and consistency in delivery of academic programs across all centers.
- Establish systems for assessment, tracking learning outcomes, and academic improvement.
- Lead capacity building of educators, volunteers, and academic teams.
- Review academic performance data and initiate corrective actions where required.
- Coordinate with internal teams and external stakeholders for academic strengthening.
- Submit periodic academic reports to the Director (Programs).

Director (Career Support & Community Empowerment)

Role Description

The Director (Career Support & Community Empowerment) shall lead career development, employability, and community empowerment initiatives of UPAY.

Responsibilities

- Design and operationalize career guidance, skill development, and livelihood programs.
- Provide structured pathways for higher education, employment, and entrepreneurship guidance to beneficiaries, particularly students above the 10th grade.
- Facilitate scholarships and access to higher education opportunities.
- Establish and manage partnerships with industry, training institutions, and employers.
- Create pathways for employment, entrepreneurship, and sustainable livelihoods.
- Monitor program outcomes and submit reports to the Director (Programs).

Zonal Director

Role Description

The Zonal Director shall serve as the overall head of the assigned zone and shall be responsible for the end-to-end leadership, management, and performance of all UPAY activities within the geography or a city. This is a leadership position reporting directly to the Chairman and is accountable for program delivery as well as all operational, administrative, and strategic functions at the zonal level.

Responsibilities

- Provide overall leadership and direction for the zone or city, ensuring alignment with UPAY's vision, mission, and organizational priorities.
- Oversee implementation of all programmatic interventions, ensuring quality, consistency, and impact.
- Lead and manage zonal functions including programs, human resources, outreach, partnerships, finance coordination, and operations.
- Build, mentor, and strengthen zonal teams, including Center Heads and functional roles.
- Drive expansion of UPAY's presence through new center development, partnerships, and community engagement.
- Ensure effective utilization of resources and adherence to financial and administrative guidelines.
- Establish systems for monitoring, reporting, and performance review across all centers and initiatives within the zone.
- Ensure compliance with organizational policies, safeguarding standards, and statutory requirements.
- Represent UPAY at the zonal level with external stakeholders, partners, and institutions.
- Report periodically to the Chairman and Governing Body on zonal performance, challenges, and strategic opportunities.

Special Provision

- In new zones where a Zonal Director is not appointed, a three-member Steering Committee shall be constituted by the Governing Body.
- Decisions shall be taken collectively and shall require approval by at least two or three members of the committee.
- The Committee shall collectively discharge the responsibilities of the Zonal Director, and all decisions shall require concurrence of at least two members.

Program Lead / Manager

Role Description

The Program Manager / Lead shall be responsible for planning, execution oversight, and performance tracking of assigned programs or regions. The role functions under the strategic direction of the Director

(Programs) and ensures that programmatic objectives are translated into effective field-level implementation. The Program Manager / Lead shall report directly to the Director (Programs).

Responsibilities

- Translate approved program strategies into implementation plans and ensure timely execution.
- Monitor program performance against defined targets, milestones, and quality standards.
- Coordinate across functional teams and geographies to ensure alignment and consistency in program delivery.
- Supervise Program Coordinators and support their execution and reporting functions.
- Consolidate program data, prepare reports, and highlight risks or deviations to the Director (Programs) and Executive Body.
- Support continuous improvement of programs through feedback, field insights, and performance analysis.

Program Coordinator

Role Description

The Program Coordinator shall be responsible for the operational execution and coordination of assigned program activities. The Program Coordinator shall have a dual reporting structure with Primary Reporting: Director (Programs) and Functional Reporting to Respective Vertical Head (e.g., Director – Academics, Director – Career Support & Community Empowerment), depending on the nature of the assigned program.

Responsibilities

- Execute program activities in accordance with approved plans, guidelines, and timelines.
- Coordinate with volunteers, field teams, and stakeholders for effective implementation.
- Maintain accurate documentation, records, and reporting systems.
- Support monitoring and evaluation processes through timely data collection and reporting.
- Ensure compliance with organizational policies, safeguarding norms, and operational standards.
- Escalate operational challenges and deviations through appropriate reporting channels.

2.2 ZONAL TEAM

The Zonal Team is responsible for the execution, coordination, and overall management of UPAY's activities within a defined geographical area. The structure ensures a balance between leadership, operational efficiency, and functional specialization.

The Zonal Team comprises:

- Zonal Director
- Associate Zonal Director
- Zonal Secretary (Programs – Academics)
- Zonal Secretary (Programs – Career Support)
- Zonal Coordinator (Programs – Academics & Career Support)

Zonal Director

(Already defined in Section 2.1; applicable here in totality) The Zonal Director shall serve as the head of the zone and shall have overall responsibility for all UPAY activities within the geography.

The Associate Zonal Director shall support the Zonal Director in managing zonal operations and shall act as a second line of leadership within the zone.

Zonal Secretary (Programs – Academics)

Role Description

The Zonal Secretary (Programs – Academics) shall act as the volunteer lead for the academic vertical within the zone, ensuring effective implementation and quality of academic programs in alignment with organizational frameworks.

Responsibilities

- Coordinate with Center Heads to ensure effective academic program implementation.
- Coordinate with the Infrastructure Monitoring Committee (IMC) and Performance Monitoring Committee (PMC).
- Support syllabus planning, execution, and academic assessments at center level.
- Identify academic resource requirements and communicate the same to the Zonal Director.
- Organize and conduct parents' meetings related to academic progress.
- Coordinate with schools, local authorities, and academic stakeholders at the zonal level.
- Coordinate with the Director (Programs), Director (Academics), and Zonal Director.
- Ensure regular academic monitoring and center assessment processes.

Zonal Secretary (Programs – Career Support)

Role Description

The Zonal Secretary (Programs – Career Support) shall act as the volunteer lead for career support and community empowerment initiatives within the zone.

Responsibilities

- Coordinate career counselling and guidance activities for beneficiaries, particularly post-10th grade students.
- Facilitate scholarship identification, application, and follow-up at the zonal level.
- Coordinate vocational training and skill development programs.
- Liaise with industry partners, training institutions, and employers.
- Organize career-oriented workshops, job fairs, and exposure visits.
- Identify career support resource requirements and communicate the same to the Zonal Director.
- Coordinate with the Director (Programs), Director (Career Support & Community Empowerment), and Zonal Director.
- Monitor career program outcomes and submit periodic reports.

Zonal Coordinator (Programs – Academics & Career Support)

Role Description

The Zonal Coordinator shall be the core operational resource within the zone, responsible for day-to-day coordination, execution support, and administrative functioning across program verticals. The Zonal Coordinator shall work closely with the Zonal Director and Zonal Secretaries at zonal level and coordinate with program Coordinator and Program Manager/Lead on day-to-day basis.

Responsibilities

- Support the Zonal Director in the day-to-day management and coordination of all zonal operations, including programs, administration, and volunteer engagement.
- Ensure effective implementation and monitoring of academic, career support, and community development initiatives across centers within the zone.
- Maintain and manage program data, MIS, documentation, and reporting systems to enable performance tracking and decision-making.
- Coordinate with Center Heads, volunteers, and central teams to ensure alignment with organizational frameworks, standards, and timelines.
- Facilitate stakeholder engagement, including parents, community members, partners, and sponsors, to strengthen program delivery and outreach.
- Assist in resource planning, volunteer onboarding, event execution, and ensure compliance with organizational policies, SOPs, and review mechanisms.
- Manage operations of the office at zonal or city level.

2.3 CENTER TEAM

- Center Head
- Center Coordinators / Mentors / Teachers / Volunteers

Center Head

Role Description

Center Heads shall be nominated by the Zonal Director in consultation with the Zonal Team and volunteers, based on suitability and commitment. The Center Head shall be an active and registered volunteer of UPAY. The Center Head shall be responsible for overall management and supervision of the UPAY Center, ensuring alignment with organizational standards and objectives.

Responsibilities

- Ensure effective implementation of all approved activities at the center.
- Ensure adherence to the prescribed activity calendar and program schedules.
- Manage and account for center-level funds and allowances in line with financial norms and reporting requirements. Ensure safety, security, and overall well-being of students.
- Maintain regular coordination with local authorities and community stakeholders to support program delivery. Supervise volunteers and oversee day-to-day center operations to ensure smooth and effective functioning.

Center Coordinators

Role Description

The Center Coordinator shall be a paid resource person responsible for the day-to-day execution and operational functioning of the assigned center. The role works in close coordination with the Center Head and is accountable for ensuring uninterrupted implementation of all program activities, including in the absence of volunteers.

Responsibilities

- Ensure execution of all programs and activities at the center in accordance with UPAY policies, guidelines, and approved plans. Coordinate regular classes, academic sessions, and career activities.
- Coordinate with volunteers and teachers about progress on syllabus and their availability.
- Support implementation of syllabus, assessments, and tracking of student performance.
- Organize co-curricular activities and parents' meetings. Assist in management of center-level resources, including basic financial tracking and asset upkeep.
- Facilitate holistic development of students through integration of life skills, co-curricular activities, and awareness sessions. Maintain accurate records and prepare periodic reports for submission to the Zonal Coordinator and Zonal Team.

Teachers / Volunteers

Responsibilities

- Deliver regular teaching sessions in alignment with the prescribed syllabus and academic plans.
- Maintain accurate and updated Student Progress Reports (SPR) and support student assessment processes. Contribute to the holistic development of children by integrating life skills, values, and co-curricular learning into teaching practices.
- Build and maintain positive relationships with parents/guardians through active participation in Parent-Teacher Meetings (PTMs) and regular communication.
- Identify learning or behavioral concerns and provide timely guidance or escalate for counselling support where required.
- Support the organization and execution of co-curricular activities, awareness sessions, and community engagement initiatives.
- Assist in maintaining basic center infrastructure, learning materials, and a safe, conducive learning environment.

SECTION 3

UPAY INITIATIVES

UPAY implements a range of integrated programs aimed at addressing educational exclusion, livelihood challenges, and socio-economic vulnerabilities among underserved communities. These initiatives are designed to create a continuum of support, from access to education, to skill development, to long-term self-reliance and community leadership.

Major Social Impact Programs of UPAY are as follows:

3.1 LEARNING CENTERS

3.2 UPAY LIBRARY

3.3 SKILL DEVELOPMENT INITIATIVES

3.4 WOMEN EMPOWERMENT INITIATIVE

3.5 DISASTER RELIEF OPERATIONS

3.6 PRERNA SCHOLARSHIP SCHEME (PSS)

3.1. LEARNING CENTERS

Learning Centers form the core of UPAY's educational interventions and are designed to address varying levels of educational exclusion through context-specific models. These centers operate as community-based learning spaces that provide academic support, foundational learning, and holistic development opportunities. UPAY operates the following Learning Center models:

3.1.1. Reach & Teach

3.1.2. Footpathshaala – Street to School Initiative

3.1.3. Day boarding / Residential School – Daycare / residential center for underprivileged children

3.1.1 Reach and Teach :

Reach & Teach is UPAY's flagship community-based education model focused on bridging learning gaps among children from underserved communities, including urban slums and rural areas. The program primarily targets children from families engaged in informal and low-income livelihoods such as daily wage labor, small-scale farming, domestic work, and migrant occupations, where access to stable income and social security is limited. Children from such backgrounds often experience multiple barriers to quality education, including irregular school attendance, lack of academic support at home, first-generation learner challenges, and limited access to well-resourced schools and trained educators.

In this context, Reach & Teach focuses on addressing both access and quality gaps by providing structured academic support and a conducive learning environment, enabling children to strengthen foundational skills and meaningfully engage with formal education systems. The program supplements formal schooling by providing structured academic support along with values-based and life skills education.

Key Inclusions:

- **Education:** The organization focuses on improving access to quality education for children and youth from underserved communities. This includes academic support, foundational learning, remedial education, exam preparedness, and values-based learning to strengthen educational outcomes and lifelong learning capabilities.
- **Health and Sanitation:** The organization promotes healthy practices within communities, with an emphasis on preventive healthcare, personal hygiene, nutrition, and sanitation. Programs include health awareness, sanitation education, facilitation of access to basic health services, and initiatives that support overall community well-being.
- **Career Support:** The organization supports students and youth in making informed education and career decisions. This includes career guidance, mentorship, exposure to career pathways, higher education awareness, and assistance in accessing scholarships and relevant opportunities.

- **Skill Development:** The organization implements skill development initiatives aimed at enhancing employability and self-reliance. These include life skills, digital literacy, vocational training, communication skills, and workplace readiness aligned with community and industry needs.

Implementation Model:

- **After School Support Classes:** Centers operate at community level with adaptable timings (including evening classes) to ensure participation of children with varying socio-economic constraints.
- **Holistic Learning Environment:** Academic instruction is integrated with value-based education, co-curricular activities, and behavioral development to support well-rounded growth.
- **Community Leadership Development:** The program invests in developing community leaders from among its students, who transition into volunteers (U-Mitras) and contribute to managing centers, enabling gradual movement towards community-led sustainability after 7-10 years.

3.1.2 Footpathshaala:

Footpathshaala is UPAY's targeted intervention for children living in conditions of extreme vulnerability and educational exclusion, particularly those residing on streets, construction sites, temporary settlements, and urban slums. The program primarily serves children from migrant and homeless families who experience unstable living conditions, lack of access to formal schooling, and limited or no family or institutional support for education.

Children within this group often face multiple and compounded challenges, including discontinuity in education due to frequent migration, exposure to unsafe environments, risk of child labour, neglect, or exploitation, and absence of identity documentation required for school enrolment. As a result, they remain either out of school or are unable to sustain participation in formal education systems.

In this context, Footpathshaala focuses on creating safe and accessible entry points into education by bringing learning directly to children in their immediate environments (footpaths, tents, public spaces). The program aims to build foundational literacy and numeracy, restore learning continuity, and gradually enable children to transition into formal schooling and structured support systems.

Key Inclusions

- **Foundational Education:** Focus on basic literacy, numeracy, and early learning for out-of-school and first-generation learners to build readiness for formal education.
- **Health, Nutrition, and Hygiene Awareness:** Promotion of essential health and hygiene practices to address immediate well-being needs and improve overall living conditions.
- **Protection and Well-being:** Creating safe learning spaces and fostering a sense of security, routine, and trust among children in vulnerable situations.
- **Transition and Mainstreaming Support:** Facilitation of school enrolment, documentation support, and continued engagement to ensure retention in formal education systems.
- **Skill Development:** The organization implements skill development initiatives aimed at enhancing employability and self-reliance. These include life skills, digital literacy, vocational training, communication skills, and workplace readiness aligned with community and industry needs.

Implementation Model:

- **Community-Based Learning Spaces:** Informal and flexible learning centers set up within community locations such as footpaths, slums, and worksites to ensure accessibility.
- **Phased Intervention Approach:**
 - **Engagement Phase:** Building trust, regular participation, and a safe learning environment
 - **Education Phase:** Delivery of structured foundational learning
 - **Empowerment Phase:** Transition to formal schooling, daycare support, and exposure to skill-building opportunities
- **Intensive Support Model:** Higher frequency engagement, smaller group focus, and need-based interventions to address the complex challenges faced by the target group.

- **Linkage to Long-Term Programs:** Integration of children into other UPAY initiatives such as Learning Centers and Day Boarding Centers to ensure continuity and sustained development.

3.1.3 Day-boarding Centre:

UPAY's dedicated day care intervention is known by the name of "PEHEL", for children living in street situations or construction sites, where access to safe spaces, consistent care, and basic developmental support is limited or absent. The program primarily serves children from homeless, migrant, and informal settlement communities who are exposed to unstable living conditions, irregular routines, and heightened risks related to safety, health, and neglect.

Children within this group often lack access to early childhood care, structured learning environments, and adult supervision during the day, which adversely impacts their physical, emotional, and cognitive development. It addresses this critical gap by providing a safe, structured, and nurturing space that ensures continuity of care, early learning exposure, and overall well-being.

The model integrates academic support with care, protection, and holistic development, including socio-emotional support, life skills, co-curricular activities, and vocational exposure. Designed as a school-like environment with defined schedules and supervision, the centers ensure continuity in education while addressing emotional and developmental needs. The program aims to prepare children for successful integration into formal education systems and society, fostering long-term self-reliance and well-being.

Key Inclusions

- **Day Care and Safe Space Provision:** Ensuring a secure and supervised environment where children can spend the day safely.
- **Early Childhood and Foundational Learning:** Foundational learning activities to support cognitive and language development.
- **Health, Nutrition, and Hygiene Support:** Promotion of basic health practices, nutrition awareness, and hygiene routines.
- **Social and Emotional Support:** Providing care, attention, and behavioral guidance to support emotional well-being.
- **Parental and Community Engagement:** Regular interaction with families to build awareness around child development and education.
- **School Readiness and Mainstreaming:** Preparing children for enrolment and retention in formal schooling systems.

Implementation Model:

- **Feeder-Based Transition Model:** Children are identified and engaged through Footpathshaala centers, which act as feeder units. Based on readiness and need, children are transitioned into Pehel for more structured and intensive support.
- **Continuum-Based Intervention:** Pehel operates as an integrated phase within the Footpathshaala continuum:
- **Engagement Phase:** Footpathshaala (street-based trust building)
- **Education Phase:** Pahal (structured day care and learning)
- **Empowerment Phase:** Skill development and livelihood linkage for older adolescents and youth
- **Structured Day Care and Learning Environment:** Provides a stable, supervised setting with defined routines to ensure continuity in education, care, and development.
- **Integrated Development Approach:** Combines foundational education, psycho-social support, health and hygiene awareness, and life skills within a single framework.
- **Skill Development and Transition Pathways (18+):**
Older adolescents transitioning out of the day care ecosystem are linked to vocational training, employability programs, and livelihood opportunities under UPAY's Skill Development Initiatives. This ensures continuity from education to economic independence.

- **Mainstreaming and Long-Term Integration:**

Facilitates transition into formal education systems for younger children and into skill-based or livelihood pathways for older beneficiaries, ensuring sustained impact beyond program engagement.

3.2 UPAY LIBRARY:

The UPAY Library provides children and youth with access to a well-equipped learning space and a wide range of educational resources, including books, audio-visual materials, and interactive learning tools. The library aims to enhance students' learning abilities, encourage self-directed learning, and support academic growth. The library supports students in preparing for competitive and entrance examinations by providing a conducive learning environment.

Objectives

- Ensure equitable access to educational resources for all children.
- Utilize technology to enhance interactive learning experiences.
- Provide a safe, inclusive, and supportive learning environment in close vicinity of villages or slums.
- Provide support and resources for competitive exam preparation and higher education

3.3 SKILL DEVELOPMENT INITIATIVES

UPAY's Skill Development Initiatives are designed to enhance employability, promote self-reliance, and create sustainable livelihood opportunities for youth and women from underserved communities. The approach integrates skill-building with market linkage and enterprise development to enable long-term economic empowerment.

The **Samarth Skill Development Program** focuses on vocational training, digital literacy, and employability skills, including training in sewing and allied trades, communication, and entrepreneurship. It aims to equip beneficiaries with practical skills and support pathways towards wage employment or micro-enterprise development or self-help groups.

Complementing this, the **Sabkasaman Online Marketplace Initiative** enables market access for marginalized artisans and street vendors, particularly women, by providing a digital platform along with capacity-building support. Together, these initiatives facilitate participation in the local and digital economy, enhancing income generation and financial independence.

Key Inclusions:

- **Vocational Training:** Structured training in trades such as sewing and allied skills, aligned with local livelihood opportunities.
- **Employability and Life Skills:** Development of communication skills, workplace readiness, digital literacy, and basic financial literacy.
- **Entrepreneurship and Enterprise Support:** Guidance on micro-enterprise development, self-employment pathways, and formation of self-help groups (SHGs).
- **Market Linkages:** Facilitation of access to markets through initiatives such as Sabkasaman, enabling income generation and product visibility.
- **Career Guidance and Placement Support:** Support in identifying employment opportunities, job readiness, and placement linkages where feasible.
- **Community-Based Inclusion:** Focus on participation of women and youth from low-income and marginalized communities.

Implementation Model:

- **Community-Based Skill Centers:** Training programs are delivered through locally accessible centers to ensure participation of target groups, particularly women and youth.
- **Phased Capacity Building:**
 - Skill Acquisition: Foundational and trade-specific training
 - Skill Application: Practical exposure, production-based learning, or internships

- **Economic Linkage:** Support for employment, enterprise setup, or market access
- **Market-Linked Model:** Integration with platforms like Sabkasaman to provide real-time opportunities for income generation and enterprise growth.

3.4 WOMEN & COMMUNITY EMPOWERMENT INITIATIVE

UPAY implements focused interventions aimed at empowering women and girls while addressing broader community-level vulnerabilities through an integrated approach to health, protection, and social awareness. Through initiatives such as Project Shakti, the organization facilitates access to menstrual hygiene products and conducts structured awareness sessions on menstrual and reproductive health, personal hygiene, safety, and age-appropriate child protection topics, including safe and unsafe touch.

The organization also undertakes community-level interventions to improve access to essential services and strengthen well-being. These include facilitation of health check-up camps for communities, support for Aadhaar enrolment and access to basic entitlements, and need-based assistance for vulnerable individuals and families. UPAY further engages in child protection interventions, including counselling and awareness to address issues such as child labour and child marriage, as well as providing support to orphaned children and children with disabilities enrolled at UPAY centers.

In addition, UPAY promotes gender equity and social awareness through community engagement initiatives, including observance of Women's Day and related outreach activities. These efforts include rallies, street plays, competitions, and awareness campaigns, while also recognizing and celebrating the contributions and achievements of women within the community.

3.5 DISASTER RELIEF OPERATIONS:

UPAY NGO maintains a rapid-response capacity to provide critical relief during natural disasters and other emergency situations. UPAY undertook various disaster support and response activities for the direct and indirect beneficiaries.

3.6 PRERNA SCHOLARSHIP SCHEME (PSS):

This scheme provides structured financial assistance and capacity-building support to students from underserved backgrounds, recognizing both academic and non-academic talents. It encompasses distinct scholarship categories:

- a) **Pragati:** Recognizing academic excellence.
- b) **Sankalp:** Facilitating access to competitive examination coaching.
- c) **Lakshya:** Acknowledging non-academic achievements.
- d) **Hunar:** Supporting skill development training.
- e) **Ashish:** Providing a contingency fund of 2 lakhs rupees

SECTION 4

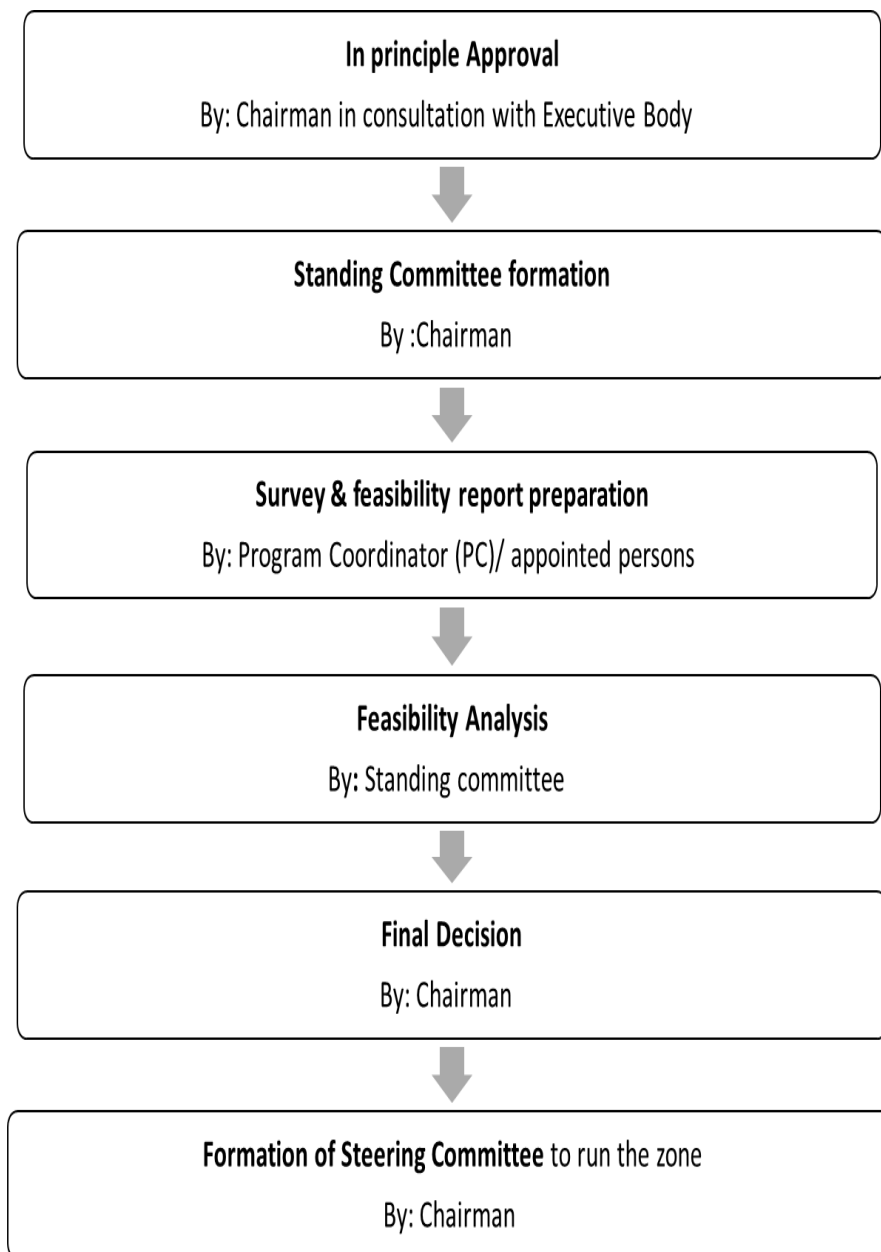
LEARNING CENTER MANAGEMENT

(REACH & TEACH, FOOTPATHSHAALA, DAY BOARDING)

4.1 NEW CENTER OPENING

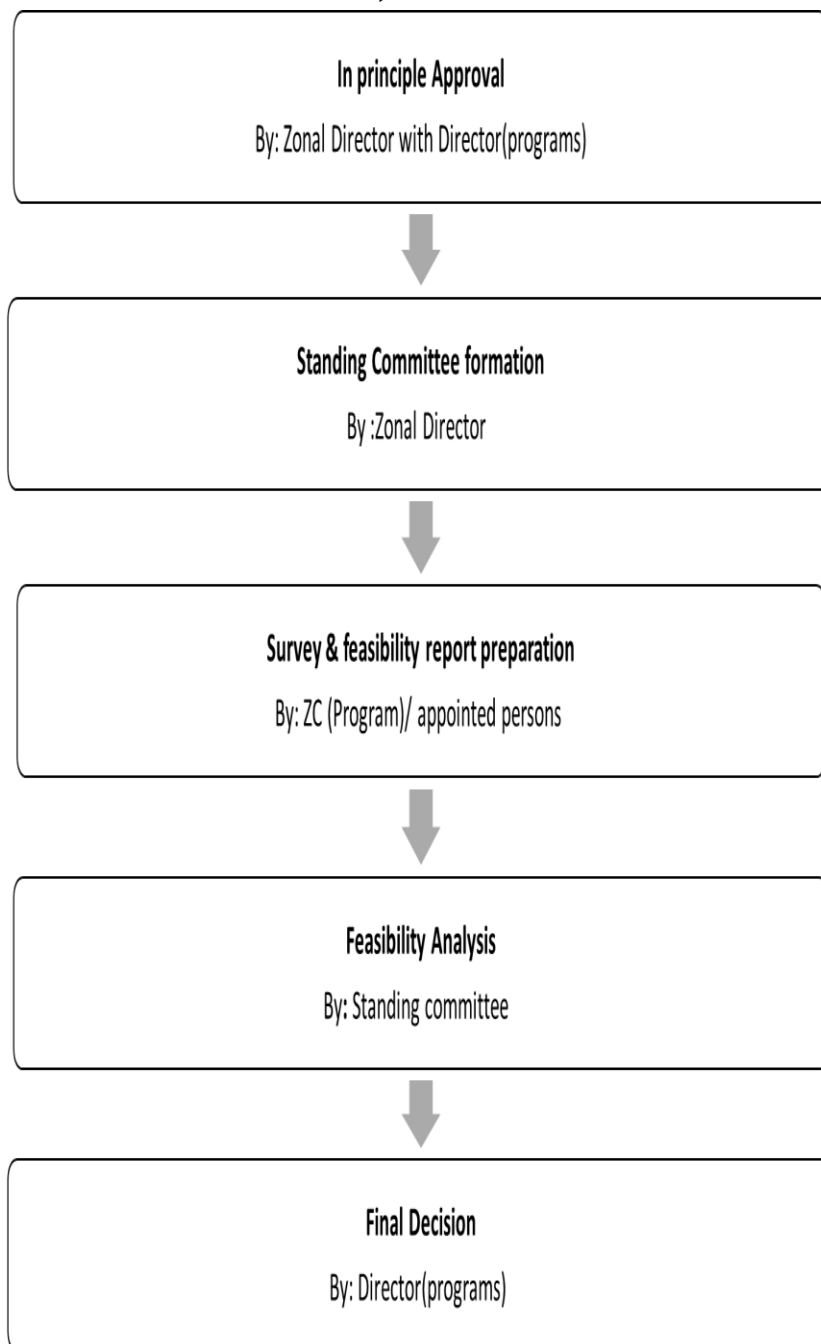
4.1.1 First Center opening in New Zone /New Zone opening

(Ref: Annexure: I, SOP NO: SOP/PRGM/01)



4.1.2 New Center Set Up in Existing Zone:

(Ref: Annexure: I, SOP NO: SOP/PRGM/02)



4.2 RESOURCES MANAGEMENT FOR RUNNING A CENTER

4.2.1 Infrastructure Management

All the centers must have basic infrastructure to operate. The standard check list of ideal centers is as follows:

SN	Center Development/ Initial Centre Requirements	Qty	Learning center
Infrastructure			
1	Almirah	1	R&T, DBC
2	Mat / Sheet for student's seating	As per need	R&T, FP, DBC
3	Fans	As per need	R&T, DBC
4	Emergency light	1	R&T, FP, DBC
5	Dustbin	1	R&T, FP, DBC
6	Black Board/White Board/Green Board	1	R&T, FP, DBC
7	Dusters, Chalks / Marker pen	As per need	R&T, FP, DBC
8	A properly locked suggestion box	1	R&T, FP, DBC
9	First aid box	1	R&T, FP, DBC
10	Notice board with Timetable and activity calendar	1	R&T, DBC
11	Indoor sports items (Ludo, Carrom, Chess, activity games etc)	As per need	R&T, FP, DBC
12	Outdoor sports items (Football, Badminton, Shuttles, Bat-ball, Rope etc)	As per need	R&T, DBC
13	Portable speakers for prayer/other activities	As per need	R&T, FP, DBC
14	Playground and Toilets	As per space	R&T, DBC
15	Temporary Shed/Waterproofing	1	FP
16	UPAY Center Banner / Board	1	R&T, FP, DBC
17	Utensils for food/Snacks being Served.	1	DBC
Teaching Accessories			
18	Syllabus Books / Lesson Plans	As per need	R&T, FP, DBC
19	Stationery items for the students such as notebooks (4-line, square line, 1 line, 2 line) Pencils, etc.	As per need	R&T, DBC
20	Learning charts such as that of ABCD, Body Parts, Flowers, Animals, Occupation etc.	As per need	R&T, FP, DBC
Documents			
21	Student attendance register	1	R&T, FP, DBC
22	Center diary, Balsabha Booklet	1	R&T, FP, DBC
23	Volunteers/interns/center coordinator attendance sheet	1	R&T, FP, DBC
24	Imprest, stock register, Store Requisition voucher book	1	R&T, FP, DBC
25	Brochures/Pamphlets/Thank you cards at center	As per need	R&T, FP, DBC
26	Donor and Visitor record book	As per need	R&T, FP, DBC
Other items (Not mandatory)			
27	Books for setting up a small library including dictionaries, story Books, GK Books, Autobiography etc	As per need	

28	A picture of goddess Saraswati/or any other for events such as Bal-Sabha,etc.	As per need	
29	News Papers	As per need	

4.2.2 Human Resources Management

Indicator	Reach & Teach	Footpathshaala		Day boarding Center
Student: Teacher Ratio	10:1	20:1 (Engagement Phase)	8:1 (Learning Phase)	8:1
Deployment of paid Staff or U mitra	Separate paid teacher/U mitra for each as per student-teacher ratio: - Class 1st to 5th - Class 6th to 8th - Class 9th and 10th	1 Community Mobiliser up to 3 centers	1 Community Mobiliser up to 3 centers 2 Part time Paid Teachers / U mitra for each centre	2 Full time paid Teacher, 1 Project Coordinator, 1 Guard, 1 Support Staff, 1 Driver, 1 Community Mobiliser.
Training	Minimum 7 days training/Year	Minimum 7 days /Year	Minimum 7 days/Year	Minimum 7 days/Year

- There shall be proper induction training for every new teacher/volunteer/mentor
- There shall be one designated Sport Teacher (Volunteer) at the center, She/he can be amongst the regular teacher/volunteer
- Interns can be allowed for a fixed duration to teach at centers.
- Teachers/volunteers/Mentors shall communicate well in advance at least a week prior to the availability for the upcoming classes.
- For any deviation from approved paid staff to be taken from respective Functional Director.

4.3 LEARNING CENTER ACTIVITIES

SN	Activity	Freq	Brief Description	Reference SOP/Format
1	Daily Routine of learning centre	Daily	• An overview and sequence of activities to be done at the centre on daily basis	(Ref: Annexure: I, SOP NO: SOP/PRGM/03)
2	Games and Sports	Weekly	• Centre is encouraged to organize games and sports once weekly for physical fitness • Along with games, moral and team building should be emphasized	(Ref: Annexure: I, SOP NO: SOP/PRGM/4)

3	Bal Sabha	Monthly	- Balsabha is principally a calendar activity for overall development including presentation, self-expression, oration, confidence building, collaboration and civic values by use of speech, drama, poem, story telling and other performing or creative arts. - For organizing the Balsabha, students must be encouraged to host and coordinate it based on the decided theme.	(Ref: Annexure: I, SOP NO: SOP/PRGM/5)
4	Center Specific Test (CST)	Monthly	Monthly Center specific tests are conducted to analyze the performance of students and assessment questionnaire to be prepared at centre level.	(Ref: Annexure: I, SOP NO: SOP/PRGM/6)
5	Parents Teacher Meeting (PTM), -	Monthly	- Teachers and volunteers must meet the parents once a month to brief them about their children's performance. It must be organized on a day when all volunteers are present. - Negative remarks should be avoided while discussion with parents to encourage them to support the child and nurture positively in constructively way - Brief discussion points and remarks should be noted in a dedicated register for records. - Try to get feedback from parents regarding improvement that can be done at centre.	(Ref: Annexure: I, SOP NO: SOP/PRGM/7)
6	No Bag Day	Once in a Quarter	Non-Academic activities like Balsabha, Spardha, games can be conducted once a while for co-curricular engagement	(Ref: Annexure: I, SOP NO: SOP/PRGM/8)
7	Centralized Test (CT)	Quarterly	On quarterly basis, a test is conducted based on the centralized syllabus in cumulative manner. The assessment shall remain same for	(Ref: Annexure: I, SOP NO: SOP/PRGM/9)

			all the centres of respective zones.	
8	Seva Days	Quarterly	Seva day is organized to inculcate the value of giving wherein children participate in various community based social work around the center (Eg: Cleanliness program, painting, visiting orphanage, old age homes, etc)	(Ref: Annexure: I, SOP NO: SOP/PRGM/10)
9	Central / Zonal Spardha	Quarterly	Inter - zonal competition conducted quarterly based on various themes that aims to build confidence among the students by competing with students from different centres across India.	(Ref: Annexure: I, SOP NO: SOP/PRGM/11)
10	Infrastructure Monitoring Committee Visit	Quarterly	- It is a committee to oversee the condition and maintenance of infrastructure at the center, which conducts quarterly inspection, based on which scoring is done. - Cumulation along with Performance Monitoring Committee visit scores results in assessment of the centre's performance	(Ref: Annexure: I, SOP NO: SOP/PRGM/12)
11	Performance Monitoring Committee Visit	Quarterly	- It is a committee to oversee the teaching- learning activity at the center, which conducts quarterly inspection, based on which scoring is done. - Cumulation along with Infrastructure Monitoring Committee visit scores results in assessment of the centre's performance	(Ref: Annexure: I, SOP NO: SOP/PRGM/13)
12	Health Checkup Camp	Quarterly	- Organized as per the need of the children and the community for overall health and well-being. - It includes general health, eye, dental, skin, and other check ups along with prescription of medicines.	(Ref: Annexure: I, SOP NO: SOP/PRGM/14)

13	Teacher's / Volunteers Training	Half yearly	For capacity building of teachers and teaching volunteers, training on teaching methodology, pedagogy, classroom management, lesson planning, child protection, first aid session, etc.	(Ref: Annexure: I, SOP NO: SOP/PRGM/15)
14	Outbound Training/ Volunteer get together	Half yearly	Occasional meet up and outing of volunteers to increase team bonding, coordination, and knowledge sharing, or celebrate festivals.	(Ref: Annexure: I, SOP NO: SOP/PRGM/16)
15	Educational Visit	Annually	- It is conducted to provide exposure to the children about various domains like science, art, culture, sports, real life community and social skills - Consent of parents and zonal director must be taken in advance for each student.	(Ref: Annexure: I, SOP NO: SOP/PRGM/17)
16	Career Counselling	Quarterly	Sessions conducted for children to provide knowledge and exposure about various career paths and opportunity they can chose from based on socio-economic conditions, interests, and capabilities.	(Ref: Annexure: I, SOP NO: SOP/PRGM/18)
17	Zonal Sports Day (UMANG)	Annually	Annual sports day is conducted by each zone for all centres for giving children a platform to showcase their talent and play with children from other centres.	(Ref: Annexure: I, SOP NO: SOP/PRGM/19)
18	Sports Meet (Inter zonal)	Annually	Best players from all the Zones are selected for the Centralized sports meet.	Ref: Annexure: I, SOP NO: SOP/PRGM/19)
19	Science Exhibition	Annually	To increase curiosity about science and all overworld UPAY keep Science Exhibition.	(Ref: Annexure: I, SOP NO: SOP/PRGM/19)
20	Assessment of Students	Annually	Baseline assessment is conducted to check the knowledge level of students on basis of specific subjects, which helps to identify	

			and map them according to their learning levels. - Students who are not complying to age-appropriate learning levels, are given remedial attention through foundation course. - Assessment of the students is done quarterly to track the progress of the child with different parameters like behavior, subject knowledge, attendance, etc. - Midline assessment is done annually to cross-examine the student's growth. - A report card is prepared for each academic year.	
21	Admission / Enrolment	Annually/ As needed	- Enrolment of students is mandatory for all UPAY centres, which is conducted by filling out the form and collecting ID proof and photo of child. - A proper database of enrolled children at all centres is maintained to keep track of the beneficiaries and same is used to track performance growth.	(Ref: Annexure: II,FRMT/PRGM/03)
22	Student ID Card Preparation	Annually	- ID cards shall be prepared after enrolment form of students are submitted. It is ideally done at the beginning of Academic session. - Each child is expected to wear ID card daily while coming to the centre.	(Ref: Annexure: II,FRMT/PRGM/04)
23	Foundation Course	Annually	- It shall be done before start of academic session for the Students who are not complying to age-appropriate learning levels. - Foundation course is a remedial attention to improve foundational literacy and numeracy.	

4.3.2 Center Documentations

Followings are the documents which is to be maintained by the learning center:

SN	Type of Document	Document	Description	Reference
1	Student-Related Documents	Admission / Enrolment form	- Every child who is coming to the center must be enrolled via filling out an admission form. Admission form includes basic details of the students and their background. It is filled annually. - If a child continues come at the center for more than a week, UPAY student I card must be given to him/her - All the data available in enrolment form must be maintained in soft copy in excel format.	(Ref: Annexure: II, FRMT/PRGM/03)
		Students Performance Report (SPR)	SPR captures monthly assessment scores and attendance or behaviour of each student. This report must be maintained by centers in physical or electronic copy.	(Ref: Annexure: II, FRMT/PRGM/09)
		Student Attendance Register	Attendance register is maintained to keep the track of attendance of students.	
2	Volunteer-Related Document	Volunteers Attendance Sheet	A daily track of volunteers attendance is helpful in assessing them for zone-level awards, calculation of allowance (if applicable), and historical record needs to be maintained for certification purposes.	(Ref: Annexure: II, FRMT/PRGM/15)
		Policies	A copy of UPAY policies can be made accessible to volunteers, members, and paid staff through website in soft copy	
		Center Diary	A booklet which includes all the details of daily activities at the center.	(Ref: Annexure: II, FRMT/PRGM/08)

3	Center-Related Documents	Timetable	A timetable of teachers, distribution of classes, or subjects should be duly made and displayed at the centre.	(Ref: Annexure: II, FRMT/PRGM /07)
		Weekly/ Monthly / Quarterly Syllabus	Syllabus plan is provided to help teachers and volunteers plan their classes.	(Ref: Annexure: II, FRMT/PRGM /16)
		Center Monthly Report	A section included in the centre diary captures an overview of activities at the centre. A physical copy of the report must be submitted to zonal team.	(Ref: Annexure: II, FRMT/PRGM /10)
		Activity Calendar	An activity calendar includes all the planned activities of centers or zones on a monthly basis and acts as reference for centres to plan operations effectively. It includes dates for tests, meetings, holidays, etc.	(Ref: Annexure: II, FRMT/PRGM /06)
		Asset list	A list of non-consumable items should be available at the center. (Eg: Whiteboard, Cupboard, fan etc.)	
		Parents - Teacher Meeting Book	A book to maintain a record of parents meeting which includes attendance, signature and any remarks or discussion with the parents.	
		Stock Registers	A book to keep record of all the inventories/consumable items available at the center	
		Visitors Book	A book is maintained to keep a record of visitor's suggestion and feedback.	

4.3.3 Syllabus Management

- The syllabus for Reach and Teach centers are provided by the Central Program Team, based on which the Performance Monitoring Committee of respective zones will customize the syllabus for the centres.
- The syllabus should be planned for the entire academic year. It is to be distributed to the centers in print copy well in advance in the beginning of the academic year.
- Secretary Programs and Zonal Coordinator (Programs) is in charge of ensuring that the syllabus is followed at the centers and identifying any deviations.
- The syllabus must place equal emphasis on **academic and non-academic aspects**.

Different type of **academic and non-academic** activities should be included for teaching the subjects, which are mentioned as below:

Subjects	Class 1 - 5	Class 6 - 8	Class 9 and above
Academic Subjects	- Maths - English - Any 1 regional language	- Maths - Science - English	- Maths - Science streams - English -
Non-Academic Subjects	- Moral values - Co-curricular activities - Sports - Balsabha	- Moral values - Co-curricular activities - Sports - Balsabha	- Moral values - Co-curricular activities - Sports - Computer Literacy - Personality development - Employability readiness

4.3.4 Celebrations at centers

UPAY celebrates the following function for the social development of children. Children must become familiar and aware of our rich customs and history. Guidelines For Functions/Celebration: (**Ref: Annexure: I, SOP NO: SOP/PRGM/19**)

Here is the list of some functions/events which are celebrated at UPAY centers:

SN	Celebrations	Date	Description
1	Annual Sports Meet (UMANG)	As per zonal calendar	A zone level sports day including all centres in respective zone or region
2	UPAY Annual Day (Inception Day-TARANG)	19th September every year	UPAY celebrates the day it was formally registered as an NGO by conducting an Annual Day at Nagpur or Mouda.
3	Zonal Annual Day (TARANG)	As per zonal calendar	Zones/Regions across India celebrates their respective day of foundation.
4	Foundation Day	20 th May every year	UPAY celebrates its Foundation day as the day it started functioning and got its roots in Mouda, by organizing it as a Foundation Day at Delhi or Gurugram.
5	Women's Day	8 th March every year	To spread awareness about women's rights and prominent contribution made by them. A rally often accompanies the celebration.
6	Science Exhibition (Avishkar)	28 th February every year	It showcases the real-life and hands-on learning of the students and gives them a platform to demonstrate their learnings

7	Independence Celebration	Day	15 th August every year	Celebration of the national festival of India
8	Republic Celebration	Day	26 th January every year	Celebration of the national festival of India
9	Swachata Diwas (On Gandhi Jayanti)	(On)	2 nd October every year	On Gandhi Jayanti, various awareness drives about village/slum cleanup is conducted. A rally often accompanies the celebration.
10	Zone Specific Celebrations (Non-Political)	(Non-Political)	As per zonal calendar	Zonal Teams can decide regional celebrations which can be organised at the center/zone on regular basis.

4.3.5 Awards & Appreciations

Award	Freq	Resp.	Description
Best center	Quarterly	ZD	Based on Center Performance Report (CPR)
Best Student (Academics)	Quarterly	ZD	All class-wise centralized test toppers/ Student Performance Report (SPR)
Best Student (Non-Academics)	Quarterly	ZD	Based on Sports day/Bal Sabha performance etc
Board Toppers	Annually	ZD	Based on Board class results

4.3.6 Dos and Don'ts at Centers for Volunteers, Fellows and Teachers

DOs	<u>DON'Ts</u>
• Be punctual for class. • In case there is any change in centre timing or centre remains close for the day, it must be informed to the zonal team a day in advance in official WhatsApp groups. • Dress modestly and behave in a disciplined manner. • Maintain a healthy student-teacher relationship and ensure appropriate physical distance while teaching • Interact with parents and visit student's homes periodically. • Volunteers must send off the students safely after the class and ensure that the premises are vacated immediately after the class. • All the subjects should be equally focused while teaching. • Volunteers can use any learning activity at the center related to syllabus. However, they should discuss it with the center head beforehand. • Volunteers are the mentors to the students. They must counsel the children periodically; impart good moral values, etiquette and habits.	• Use of mobile phones during the classes. • Clicking Selfies with the students • Overstaying at the center after closing of center for the day. • Over Friendly attitude with students that disrupts discipline. • Taking students away from center premises without formal consent. • Sharing phone numbers and contacting personally without any valid reasons. • Unnecessary and unplanned distribution of food to students without the intimation • Avoid Cake cutting and unnecessary distributions on birthday or other celebrations – instead, offer something according to the needs of the center. • Calling students at teacher/ fellow/ volunteer's home and making them stay without any written consent.

- Volunteers should confirm their monthly availability to center heads before the start of the month and should abide by his/her schedule. In case of non-availability for any day, prior notice to the center head is compulsory. - All the subjects mentioned in the syllabus should be equally focused.	
---	--

4.4 MONITORING COMMITTEES

There are two Monitoring Committees for assessing the centers at each zone. Details related to the committees are mentioned in following table:

SN	Name of Committee	Freq of visit at centers	Members	Monitoring	Reference
4.4.1	Performance Monitoring Committee (PMC)	Quarterly	It must be at least three-member committee, consisting of at least one external member	PMC shall assess the centers on following parameters: - Proper adherence and implementation of syllabus at center - Assessment of quality of teaching - Learning levels of the students and improvement - Timely execution of activities at centers - Any Other criteria which are mentioned in PMC format	(Ref: Annexure: I, SOP NO: SOP/PRGM/13) (Ref: Annexure: II, FRMT/PRGM/12)
4.4.2	Infrastructure Monitoring Committee (IMC)	Quarterly	It must be at least three-member committee, consisting of at least one external member	IMC shall assess the centers on following parameters: - Infrastructure monitoring - Record keeping - Safety at center - Other criteria which are mentioned in the IMC format	(Ref: Annexure: I, SOP NO: SOP/PRGM/12) (Ref: Annexure: II, FRMT/PRGM/11)

4.5 ASSESSMENTS

SN	Scope of Assessment	Description	Assessment Sheet	Frequency	Reference
1	Student Performance	1. Baseline Assessment 2. Centre specific test	Student Performance Report (SPR)	1. Annual 2. Twice in quarter 3. Quarterly	(Ref: Annexure: II, FRMT/PRGM /09)

		3. Centralised test			
2	Teacher Performance	Performance based on their role and responsibility	Teacher Performance Report	Monthly	(Ref: Annexure: II, FRMT/PRGM /14)
3	Center Performance	1. IMC 2. PMC	Center Performance Report (CPR)	Quarterly	(Ref: Annexure: II, FRMT/PRGM /13)

4.6 MEETINGS RELATED TO PROGRAMS

Level	Meeting Title	Participants	Frequency	Brief Agenda Points
Center Level Meetings	Volunteers/ Teachers Meeting	Center Head, volunteers/ Teachers/ fellows/ interns	Weekly/ Monthly	Discussions about: • center specific exception • center monthly report • Center Performance Report (CPR) • Student Performance Report (SPR) • Syllabus Planning • Calendar activity Planning etc.
	Parent-Teacher Meeting	Center volunteers/teachers, parents & students	Monthly	• Discussion with parents about the student's Performance • Feedback from parents
Zonal level Meetings	Syllabus Planning meeting	ZD, Sec (Program), PMC members and ZC Program	Monthly	• Syllabus Planning, Lesson plan discussion • Discussion about PMC report
	Monthly Volunteer Meeting	Center volunteers/teachers, Zonal Team, ZC, FLs	Monthly	Discussions about: • center specific exception, centre documents, student performance, lesson planning and syllabus progress, calendar activities • Finance, Outreach, HR and other functional discussion
	Center Heads Meeting	ZD, Sec (Program), Center Heads and ZC Program	Monthly	• Discussions about Zonal exception, teacher student ratio • Discussion about Center Performance, center related issues, future planning
	Zonal Meeting	Zonal Team	Monthly	• Discussions about Zonal specific exception • Discussions about any decision of Program meeting • Discussion about new Center opening

				Any new idea implementation
Central level Meetings	Interaction with ZDs	PM/PC, ZD and ZC Program	Weekly	- Discussions Weekly Task Update - Discussions about any Zone-specific challenges and progress
	Monthly Program Meeting	Director (Programs), Sec (Programs of each zone), FL	Monthly	- Discussion about zone specific exception - Discussion about upcoming Spradha - Discussion about changes in Program policy or new SOP - Discussion about Executive Body meeting points
	Weekly Program Lead Meeting	FL, Sec (Programs of each zone)	Weekly	Discussion about zone specific exception
	Director (Programs) interaction with FL	Director (Programs), FL	Weekly	Assessment of FL work

4.7 PERMANENT CENTER CLOSING (Ref: Annexure: I, SOP NO: SOP/PRGM/20)

Under unavoidable circumstances, if the center has to be closed permanently, the following instructions must be followed as per the SOP:

- The decision of closing the center must be taken in an appropriate forum like Zonal meeting.
- Proper communication must be given to the students and their parents of the centre which has to be closed.
- The Zonal Director must ensure a closure report is prepared, approval is taken and relevant teams are informed within seven days after closing the center.

SECTION 5

UPAY LIBRARY

5.1 NEW LIBRARY OPENING PROCESS

(Ref: Annexure: I, SOP NO: SOP/PRGM/21)

5.2 LIBRARY REQUIREMENTS

SN	Library Requirements	Quantity
1	Proper neat and clean space	As per need
2	CCTV cameras	As per need
3	Almirah (Bookshelf)	As per need
4	Proper seating arrangement	As per need
5	Fans	As per need
6	Emergency light	1
7	Dustbin	1
8	Black Board/White Marker Board	1
9	Dusters, Chalks / Marker pen	As per need
10	A properly locked suggestion box	1
11	First aid box	1
12	Fire Extinguisher	1
13	Computer with proper internet facility.	As per need
14	Notice board	1
15	Attendance Register	1
16	Books	As per need
17	News Papers	As per need
18	Magazines	As per need
19	Water can	As per need
20	Book Issue / Return Register	As per need
21	A Library Coordinator	1

5.3 ROLE OF LIBRARY COORDINATOR

- One member shall serve as library coordinator; he or she may be the zonal coordinator, or any other person appointed by the Zonal Director.
- The library coordinator is responsible for the upkeep of the library related assets, ensuring that each student has a filled enrolment form and has valid library ID card.
- The library coordinator will be responsible for keeping the Library Attendance Register up to date.
- The library coordinator is responsible for the proper coding of all books, and if any book is issued to a member, it must be properly recorded.

5.4 LIBRARY MONITORING COMMITTEE (LMC)

- The LMC is appointed by the Zonal Director (ZD).
- The Library Monitoring Committee (LMC) is a three-member committee that includes at least one external member.
- One Library Monitoring Committee (LMC) member will serve as LMC Coordinator and will be from the zonal team.
- LMC shall hold a monthly meeting to review the status of the library and the Library Performance Report (LPR). (Ref: Annexure: II, FRMT/PRGM/18)

- LMC reviews the library status every quarter and sends a report to Zonal Director.

5.5 ASSESSMENT OF LIBRARY:

- LMC will publish the Library Performance Report (LPR) every quarter based on Assessment report.

5.6 PROCEDURE FOR GETTING MEMBERSHIP OF LIBRARY

- Membership in the library is primarily granted to UPAY students and volunteers/teachers. Every student needs to fill the Library Registration Form.
- (Ref: Annexure: II, FRMT/PRGM/17)
- However, LMC may from time-to-time grant membership to external members based on occupancy level of the library.
- The time slots and membership fees, if any, will be determined by the LMC.
- LMC shall issue the library cards to members, signed by LMC coordinator.

5.7 CANCELLATION OF MEMBERSHIP OF LIBRARY

- Due to indiscipline/ inappropriate behavior or misconduct in the library premises.
- Irregular attendance and continued non-utilisation of library resources.
- As per the decision of LMC, the student's membership will be cancelled due to non-compliance of library rules.
- The decision will be communicated to the Zonal Director by the LMC Coordinator.

5.7 DO'S AND DON'T AT LIBRARY

DOs	DON'Ts
• Follow Library timings • Maintain complete silence in library • Mark attendance in the register daily • Wear modest clothes • Maintain Discipline • Carry library ID card daily	• Clicking Selfies in the premises • Overstaying at the library after closing hours • Taking books without consent of Library Coordinator (LC) • Eating inside the Reading Hall

5.8 PERMANENT LIBRARY CLOSING

Under unavoidable circumstances (Eg: Lack of resources, low footfall etc), the library should be closed permanently. The following SOP should be followed for Permanent Library Closure.

(Ref: Annexure: I, SOP NO: SOP/PRGM/22)

SECTION 6

SKILL DEVELOPMENT CENTER MANAGEMENT

6.1. Purpose

The purpose of this policy is to provide a framework for the establishment, management, and operation of Skill Development Centres (SDCs) under UPAY. The policy aims to enhance employability, entrepreneurship, livelihood opportunities, and career development of students through vocational and life-skill education.

6.2. Scope

This policy applies to:

- All UPAY Skill Development Centres.
- Vocational training programmes including Sewing, Computer Education, Embroidery, English Learning, and future skill-development programmes.
- All staff, volunteers, trainers, mentors, and committee members involved in SDC operations.

6.3. Policy Objectives

UPAY shall:

1. Provide accessible vocational and career-oriented education.
2. Develop employable and entrepreneurial skills among youth and women.
3. Ensure standardized management of all Skill Development Centres.
4. Support students in accessing employment, internships, self-employment, and higher education opportunities.
5. Promote community development through skill-based livelihood initiatives.

6.4. Governance and Accountability

The following personnel shall be responsible for implementation and oversight of this policy:

- Director (Programs)
- Director SDC
- Program Manager
- Program Coordinator (SDC)
- Zonal Director
- Zonal Secretary
- Zonal Coordinator
- Centre Staff
- Trainers and Mentors

6.5. Centre Establishment Policy

6.5.1 Approval of New Centres

UPAY may establish Skill Development Centres after:

- Identification of a suitable location.
- Surveying the Area
- Completion of a feasibility assessment.
- Review by the Standing Committee.
- Recommendation by the Zonal Committee.
- Approval by the Director (Programs) in consultation with Zonal Director & Director Finance and Director SDC.

6.5.2 Programme Offerings

Each centre should provide one or more of the following:

- Sewing
- Embroidery
- Computer Education
- English Learning
- Other approved vocational programmes

6.6. Infrastructure Policy

All centres shall maintain adequate infrastructure appropriate to programme requirements, including:

- Classroom furniture
- Storage facilities
- Whiteboards/Blackboards
- Training equipment as per course
- Teaching-learning materials
- Stationery and administrative records

Specialized programmes shall be provided with programme-specific equipment and tools.

6.7. Human Resource Policy

UPAY shall:

- Recruit qualified trainers and instructors.
- Engage volunteers where required.
- Provide orientation and capacity-building opportunities.
- Appoint mentors for academic and vocational guidance.
- Conduct periodic performance evaluations.

6.8. Curriculum and Training Policy

Each vocational programme shall have:

- Approved curriculum and syllabus.
- Learning objectives and outcomes.
- Practical and theoretical learning components.
- Assessment mechanisms.
- Periodic curriculum review.

Training delivery should emphasize experiential and hands-on learning.

6.9. Student Enrollment Policy

UPAY centres shall:

- Conduct student registration.
- Maintain enrollment records.
- Provide orientation to students and parents.
- Issue programme schedules and timetables.
- Ensure equal opportunity and non-discrimination in admissions.

6.10. Training Operations Policy

All centres shall:

- Conduct classes according to approved schedules.
- Follow approved curricula.
- Use practical demonstrations and participatory learning methods.
- Monitor attendance and participation.
- Ensure safe and inclusive learning environments.

6.11. Monitoring, Evaluation and Learning (MEL) Policy

UPAY shall establish systems for:

- Student performance assessment.
- Trainer performance evaluation.
- Attendance monitoring.
- Monthly reporting.
- Quarterly Monitoring by IMC & PMC.
- Programme review and improvement.

Evaluation findings shall be used to improve programme quality and decision-making.

6.12. Documentation and Reporting Policy

Each centre shall maintain:

- Student registration records
- Attendance registers
- Fees Records

- Certificate Distribution records
- Training records
- Assessment records
- Feedback forms
- Monthly progress reports
- Asset and inventory records

All reports shall be submitted to designated supervisory authorities as per reporting schedules.

6.13. Career Development and Placement Policy

UPAY shall support students through:

- Career counselling
- Resume preparation
- Mock interviews
- Internship facilitation
- Employment linkages
- Industry partnerships
- Alumni engagement activities

Priority shall be given to livelihood enhancement and sustainable career pathways.

6.14. Entrepreneurship and Startup Promotion Policy

UPAY shall encourage trained students to:

- Establish self-employment ventures.
- Start skill training centres.
- Offer community-based services.
- Participate in livelihood and enterprise development programmes.

Technical guidance and initial mentoring support may be provided.

6.15. Events and Community Engagement Policy

Centres shall organize:

- Skill exhibitions
- Showcase events
- Cultural celebrations
- Community awareness activities
- Alumni interactions

Such activities shall promote confidence, social development, and visibility of student achievements.

6.16. Asset Maintenance Policy

All training equipment, learning resources, and infrastructure shall be:

- Properly maintained.
- Periodically inspected.
- Repaired or replaced when necessary.
- Recorded in asset registers.

6.17. Policy Review

This policy shall be reviewed annually by the Program Department and approved by the Director (Programs).

>>> Human resource distribution table>>>

Samarth
15:1
1 trainer for each skill

SECTION 7

WOMEN EMPOWERMENT INITIATIVES

UPAY's Women Empowerment Initiatives aim to promote gender equity, enhance economic independence, and create a safe and enabling environment for women and girls from underserved communities. The approach integrates health awareness, skill development, protection, and community engagement to support the holistic development and participation of women in social and economic spheres.

7.1. KEY INTERVENTIONS

Project Shakti

- Facilitation of access to menstrual hygiene products for women and adolescent girls.
- Awareness sessions on menstrual health, reproductive health, personal hygiene, and personal safety.
- Age-appropriate child protection education, including awareness on safe and unsafe touch.

Health and Community Support

- Organization of community health check-up camps and awareness drives.
- Support for access to basic entitlements, including Aadhaar enrolment and related documentation.
- Need-based interventions to address vulnerabilities within communities, particularly among women and children.

Child Protection and Support

- Awareness and counselling interventions to address issues such as child labour and child marriage.
- Support for vulnerable groups, including orphaned children and children with disabilities associated with UPAY centers.

Women's Leadership and Social Awareness

- Promotion of gender equity through community engagement initiatives such as rallies, street plays (Nukkad Natak), competitions, and awareness campaigns.
- Recognition and celebration of women's contributions through platforms such as Women's Day and similar events.

Skill Development and Livelihood Support

- Implementation of vocational training programs (e.g., sewing, embroidery, beauty services) to enhance employability.
- Facilitation of market linkages and support for income generation to promote financial independence.

7.2. MONITORING & EVALUATION

- Regular impact assessments are conducted to measure the effectiveness of empowerment initiatives.
- Feedback from beneficiaries and volunteers shall be collected to improve programs.
- Annual reports on women empowerment initiatives will be reviewed by UPAY's leadership.

7.3. COMPLIANCE & REVIEW

- This initiative will be reviewed annually.
- Any updates or modifications will be communicated to all stakeholders.

SECTION 8

DISASTER RELIEF INITIATIVE

8.1 PURPOSE

UPAY aims to provide a structured response to natural disasters, ensuring timely and effective assistance to affected communities. This part of the policy outlines guidelines for preparedness, response, and rehabilitation efforts to mitigate the impact of disasters.

8.2 OBJECTIVE

To establish a clear and efficient process for responding to natural disasters, ensuring timely and effective relief efforts while maintaining transparency and accountability.

8.3 PRE-RELIEF WORK

Zonal Team Meeting: Discuss the disaster situation in the zonal team meeting to determine the response strategy.

In-Principle Approval: Obtain in-principle approval from the Chairman, considering all expenses involved in the relief work.

8.4 VOLUNTEER PARTICIPATION

Self-Declaration Forms: Ensure that all volunteers participating in relief work submit self-declaration forms, confirming their willingness to participate and acknowledging the risks involved.

8.5 RELIEF WORK AND REPORTING

Detailed Report: Prepare a comprehensive report of the relief work, including expenses incurred, with supporting photographs.

Expense Tracking: Maintain accurate records of all expenses related to the relief work, including donations, purchases, and operational costs.

Photo Documentation: Capture photographs of the relief work, including distribution of aid, and other relevant activities.

8.7 POST-RELIEF WORK

Debriefing Session: Conduct a debriefing session with the zonal team to discuss the relief efforts, challenges faced, and lessons learned.

Report Submission: Submit the detailed report, including expenses and photographs, to the central team and stakeholders.

8.8. KEY RESPONSIBILITIES

Zonal Director: Oversee the relief efforts, strategise operations, fundraising for the disaster support initiatives, and submit the report.

Volunteers: Participate in relief work, submit self-declaration forms, and cooperate with the zonal team lead.

Finance Team: Track expenses, maintain records, and provide financial support for the relief work.

8.9 DISASTER RELIEF WORK DONE IN THE PAST

- Nepal Earthquake relief work
- Flood relief work at Mouda
- Flood relief work at Pune
- PAN India Ration distribution in Covid – 19
- Health check-up center in Covid at different zone
- Oxygen cylinder center at Mouda
- Awareness about Covid-19
- Telemedicine facility for COVID affected patients
- Makeshift ambulance services during COVID in Delhi-NCR

SECTION 9

SCHOLARSHIP MANAGEMENT

PRERNA SCHOLARSHIP SCHEME (PSS)

UPAY's Prerna Scholarship Scheme (PSS) is a comprehensive scholarship Program that provides monetary, logistical, and in-kind help or sponsorship for coaching/institution fees to outstanding students and volunteers in academic, non-academic, and skill-based areas. Prerna's aim is to assist exceptional students/volunteers from marginalized communities who are being nurtured through UPAY and offer them with equal opportunity in whichever profession they are gifted in.

Under the umbrella scheme "Prerna Scholarship Scheme," the following scholarships are covered:

1. **Pragati:** For academic excellence
2. **Sankalp:** Sponsorship for coaching/institution fees for competitive exams
3. **Lakshya:** For Non-academic excellence
4. **Hunar:** Sponsorship for training institution fees for skill development
5. **Ashish:** Contingency fund of 2 lakhs rupees

Prerna Scholarship Scheme (PSS)						
Ground	Scheme	Beneficiaries	Benefits	Total scholar-ships	Forms to be released on	Scholarship to be released from
Academic Ground	Pragati	Students	a. Monthly scholarship: Rs. 1500 per Month/Student b. Kind support (Eg : providing books/ cycle/tablet/food): Rs 12000 worth per year/student (Max)	31	1 st July	1 st August
	Sankalp	Students/ Volunteers	a. Total scholarship: Rs. 1 lakh per year/Student/volunteer (Max) or 50% of coaching fees or whichever is minimum	8	1 st May	1 st June
Non-academic Ground	Lakshya	Students/ Volunteers	a. Monthly scholarship: Rs. 1500 per Month/Student/Volunteer(Max) b. Kind support (Ex: providing sports items/instruments etc): Rs 12000 worth per year/student/Volunteer (Max)	16	1 st April	1 st May

			c. Total scholarship: Rs. 1 lakh per year/Student/volunteer (Max) or 50% of coaching/institution fees, whichever is minimum			
Skill Development	Hunar	Students/ Volunteers	a. Total scholarship: Rs. 20,000 per year/Student/volunteer (Max) or 50% of coaching/ institution fees, whichever is minimum.	16	1 st May	1 st June
Contingency fund	Ashish	Students/ Volunteers	a. Total consolidated amount in the fund will be Rs. 2 lakhs.			

PRAGATI

1.0 ABOUT THE SCHEME

- **Aim:** Identify and support academically promising students within UPAY who require additional assistance to sustain and progress in their education.
- The scholarship will be available for a year.
- Each year, the selection process will begin on **July 1st**, and the scholarship disbursement cycle will begin on **August 1st**.
- Each year selection process shall repeat with changes deemed necessary.
- **Note:** The Director (Programs) will announce the number of scholarships to be awarded each year (if there are any changes). He or she will also announce the inter-zone scholarship allocation.

2.0 BENEFITS

Monetary Support by UPAY:

- Monthly scholarship: Rs. 1500 per Month/Student (Maximum)
- Logistic/Kind support by UPAY: It can be on a returnable or non-returnable basis
- Kind support (Ex: providing books/cycle/tablet/food etc): Rs 12000 worth per year/student (Maximum)

Support by sponsor:

- Monetary/ Kind/ Logistic support: No limit (as per requirement and wish of sponsor/donor)

3.0 ELIGIBILITY

- Every registered student of UPAY in Class 9th or above is eligible for a UPAY scholarship
- Parent's annual income shall not exceed Rs 2.5 la

4.0 SELECTION PROCEDURE

Steps	Description	Responsibility	Remarks
1	Application process	Student	The number of entries from zones are unrestricted
2	Preliminary Screening	ZD	- Candidates to be nominated by ZD among the received forms with consultation with the zonal team and center heads. - The nomination should be based on students' overall performance during the class test and central tests (if being conducted). - Checking of student regularity/ attendance in classes. - Checking of student financial background. - The scholarship form is duly filled with the necessary document attached.
3	Screening Procedure	Director (Career Support)	- Personality test: By screening committee (by consensus) - Screening committee also suggests the amount/kind/ duration of the scholarship
4	Financially vetted by	Director (Finance)	
5	Final Award of scholarship	Chairman	Competent Authority for approval of scholarship
6	Documents verification	Program Manager/Lead	

Annexure A: Pragati Screening Assessment sheet

Note:

- In an **exceptional case**, the Chairman may consider a scholarship request forwarded by the director (Programs) without considering the selection procedure mentioned in 4.0. These scholarships will be in addition to the declared number of scholarships.
- Screening committee** shall be a three-member committee, which has at least one external member. Every year, it shall be appointed by Director (Programs).

5.0 TRANSFER MODE OF SCHOLARSHIP

- In case of Monetary Support: Amount will be transferred to the student's bank account. If the student is unable to maintain/open his/her account, or if the student is from Footpathshaala, a caretaker account will be assigned for a certain term with the approval of Director (Programs).

6.0 EFFECTIVE UTILIZATION OF SCHOLARSHIP

- To make sure that the amount disbursed is put to effective use precisely for the purpose for which it was asked,
- If the more than 70% of the amount disbursed for the scholarship is unspent in the year then:
- UPAY may choose to transfer the amount in student's/UPAY's Fixed Deposit account. It may be delivered to the child as and when needed.
- Money can be deposited back into UPAY's account.

7.0 CANCELLATION OF SCHOLARSHIP

• In the following cases, UPAY reserves the right to cancel or discontinue the scholarship at any time. Director of Programs has the authority to initiate the procedure of discontinuing the scholarship, which must be approved by the Chairman (UPAY):

- a) If the student's documents and information are found to be incorrect or forged.
- b) If the student, no longer comes to the UPAY centre.
- c) If the money is being spent for anything different than what it was intended for.
- d) Due to indiscipline behaviour of student/volunteer.
- e) As per recommendations from the Program Team.

8.0 ANALYSIS OF THE STUDENT 'S PERFORMANCE

- The responsible Zonal Associate/Coordinator should keep a monthly record of how the funds are spent or other required records required by Program Team.
- On a regular basis, Program Team will provide counselling sessions, motivational lectures, or anything else is required for the student/volunteer's personal or professional growth.
- On a monthly/quarterly basis, the Program team will assess the performance of students who have been given scholarships (**Annexure V: Pragati PGM Assessment sheet**)

SANKALP

1.0 ABOUT THE SCHEME

- Aim: Identify and assist post-matric students/Volunteers of UPAY, to enable them to pursue technical and professional courses by assisting them with their coaching fees.
- The scholarship will be available for a year.
- Each year, the selection process will begin on May 1st, and the scholarship disbursement cycle will begin on June 1st (or immediately after the board exams results, in case of post matric scholarship).
- Each year selection process shall repeat with changes deemed necessary.
- It will be a post-matric-based scholarship where **8 scholarships across UPAY** shall be disbursed. Bifurcation of selection are as follows:

Qualification	No of scholarships	Details
Post-matric	5	1-NEET 1-JEE 3- other (CHSL/RAILWAYS/POLICE ETC)
Graduate	3	3- UPSC/STATE PCS/CPT/SSC ETC.

- Note: The Director of Programs will announce the number of scholarships to be awarded each year (if there are any changes). He or she will also announce the inter-zone scholarship allocation.

2.0 BENEFITS

a) Sponsorship by UPAY (For coaching/institution fees)

- Total scholarship: Rs. 1 lakh per year/Student/volunteer (Max) or 50% of coaching fees or whichever is minimum
- Note: In exceptional cases, UPAY after approval of Chairman can grant 100% of coaching fees, subject to the maximum limit of 1 lakh/annum.

b) Support by sponsor:

- Monetary/ Kind/ Logistic support: No limits (as per requirement and wish of sponsor)

3.0 ELIGIBILITY

- Every registered student or current volunteer (served more than 6 months to UPAY) of UPAY is eligible for a UPAY scholarship (No age/class bar)
- Parent's annual income shall not exceed Rs 2.5 lacs

4.0 SELECTION PROCEDURE

Steps	Description	Responsibility	Remarks
1	Application Process	Student/volunteer	• The number of entries from zones is unrestricted
2	Preliminary Screening	ZD	• Candidates to be nominated by ZD among the Applicants with consultation with the zonal team and center heads • Financial Background verification of student/volunteer • Duly filing the scholarship form with the necessary documents attached
3	Screening Procedure	Director (Career Support)	• Scholarship written test
		Director (Career Support)	• Board Exam Marks (Only for post metric scholarships)
		Director (Career Support)	• Personality test: By screening committee (by consensus) • Screening committee also suggests the • amount/kind/duration of the scholarship
4	Financial vetting	Director (Finance)	
5	Final Award of scholarship	Chairman	Competent Authority for approval of scholarship
6	Documents verification	Program Manager/Lead	

Annexure B: Sankalp Screening Assessment sheet

Note:

- In an exceptional case, the Chairman may consider a scholarship request forwarded by the director (Programs) without considering the selection procedure mentioned in 4.0. These scholarships will be in addition to the declared number of scholarships.
- Screening committee shall be a three-member committee, which has at least one external member. Every year, it shall be appointed by Director (Programs).

5.0 TRANSFER MODE OF SCHOLARSHIP

- **In case of Sponsorship by UPAY:** Amount will be transferred preferably in coaching institute's account.

6.0 EFFECTIVE UTILIZATION OF SCHOLARSHIP

- To make sure that the amount granted is put to effective use precisely for the purpose for which it was asked:
 - a) The student/volunteer must submit the payment slip of coaching/Institution to UPAY, which must clearly

show the student's name, the coaching's name, and the course name.

b) Coaching/Institution fees should be paid either online or by cheque/ demand draft.

7.0 CANCELLATION OF SCHOLARSHIP

• In the following cases, UPAY reserves the right to cancel or discontinue the scholarship at any time. Director of Programs has the authority to initiate the procedure of discontinuing the scholarship, which must be approved by the Chairman (UPAY):

- a) If the student//volunteer's documents and information are found to be incorrect or forged.
- b) If the money is being spent for anything different than what it was intended for.
- c) Due to indiscipline behaviour of student/volunteer.
- d) As per recommendations from the Career Support Group.

8.0 ANALYSIS OF THE STUDENT 'S PERFORMANCE

- The responsible Zonal Associate/Coordinator should keep a monthly record of how the funds are spent or other required records required by Program Team.
- On a regular basis, Career Support team will provide counselling sessions, motivational lectures, or anything else is required for the student/volunteer's personal or professional growth.
- On a monthly/quarterly basis, the Career Support Team will assess the performance of students who have been given scholarships (***Annexure VI: Sankalp Assessment sheet***).

LAKSHYA

1.0 ABOUT THE SCHEME

- **Aim:** To recognize students/Volunteers of UPAY in the non-academic field and provide financial support to applicants with such talents and help them achieve significant milestones in their career of sports, music, dance, singing, etc.
- The scholarship will be available for a year.
- Each year, the selection process will begin on April 1st, and the scholarship disbursement cycle will begin on May 1st.
- Each year selection process shall repeat with changes deemed necessary.
- There will be 16 scholarships available throughout UPAY. Minimum 10 of these are reserved for athletic activities.
- Note: The Director (Programs) will announce the number of scholarships to be awarded each year (if there are any changes). He or she will also announce the inter-zone scholarship allocation.

2.0 BENEFITS

- a) Monetary Support by UPAY:
 - Monthly scholarship: Rs. 1500 per Month/Student/Volunteer (Max)
- b) Logistic/Kind support by UPAY: (It can be on a returnable or non-returnable basis)
 - Kind support (Ex: providing sports items/instruments etc): Rs 12000 worth per year/student/Volunteer (Max)
- c) Sponsorship by UPAY (For coaching/institution fees)
 - Total scholarship: Rs. 1 lakh per year/Student/volunteer (Max) or 50% of coaching fees, whichever is minimum
 - Note: In exceptional cases, UPAY after approval of Chairman can grant 100% of coaching fees, subject to the maximum limit of 1 lakh/annum.
 - Each year, only two students/Volunteer will be sponsored by UPAY.
- d) Support by sponsor:

- Monetary/Kind/ Logistic support: No limits (as per requirement and wish of sponsor)

3.0 ELIGIBILITY

- Every registered student or current volunteer (served more than 6 months to UPAY) of UPAY is eligible for a UPAY scholarship (No age/class bar)
- Parent's annual income shall not exceed Rs 2.5 lacs

4.0 SELECTION PROCEDURE

Steps	Description	Responsibility	Remarks
1	Application process	Student/volunteer	• The number of entries from zones are unrestricted
2	Preliminary Screening	ZD	• Candidates to be nominated by ZD among the applicants in with consultation with the zonal team and center heads. • Financial background verification • The scholarship form is to be duly filled with the necessary document attached. • ZD can nominate Student/volunteer on her/his own, based on performances in sports day etc.
3	Screening Procedure	Director(Career Support)	• Screening test: By screening committee • Exemption is to be made for those already won competition at National/State level, and shall be considered for next steps.
		Director(Career Support)	• Personality test: By screening committee • Screening committee shall also suggest the amount/ kind/ duration of the scholarship
4	Financial vetting	Director (Finance)	
5	Final Award of scholarship	Chairman	Competent Authority for approval of scholarship
6	Documents verification	Program Manager/Lead	

Annexure C: Lakshya Screening Assessment sheet

Note:

- In an exceptional case, the Chairman may consider a scholarship request forwarded by the director (Programs) without considering the selection procedure mentioned in 4.0. These scholarships will be in addition to the declared number of scholarships.
- Screening committee shall be a three-member committee, which has at least one external member and preferably two members are having good sports knowledge. Every year, it shall be appointed by Director (Programs).

5.0 TRANSFER MODE OF SCHOLARSHIP

- **In case of Monetary Support:** Amount will be transferred to the student's bank account. If the student is unable to maintain/open his/her account, or if the student is from Footapthshaala, a caretaker account will be assigned for a certain term with the approval of Director (Programs).
- **In case of Sponsorship by UPAY:** Amount will be transferred preferably in coaching institute's

account.

6.0 EFFECTIVE UTILIZATION OF SCHOLARSHIP

- To make sure that the amount granted is put to effective use precisely for the purpose for which it was asked,
 - a) if the more than 70% of the amount disbursed for the scholarship is unspent in the year then:
- UPAY may choose to transfer the amount in student's/UPAY's Fixed Deposit account. It may be delivered to the child as and when needed.
- Money can be deposited back into UPAY's account.
- b) The student/volunteer must submit the payment slip of coaching/Institution to UPAY, which must clearly show the student's name, the coaching's name, and the course name.
- c) Coaching/Institution fees should be paid either online or by cheque/ demand draft.

7.0 CANCELLATION OF SCHOLARSHIP

- In the following cases, UPAY reserves the right to cancel or discontinue the scholarship at any time. Director of Programs has the authority to initiate the procedure of discontinuing the scholarship, which must be approved by the Chairman (UPAY)
 - a) If the student/volunteer's documents and information are found to be incorrect or forged.
 - b) If the money is being spent for anything different than what it was intended for.
 - c) Due to indiscipline behaviour of student/UPAY.
 - d) As per recommendations from the Career Support Group.

8.0 ANALYSIS OF THE STUDENT 'S PERFORMANCE

- The responsible Zonal Associate/Coordinator should keep a monthly record of how the funds are spent or other required records required by Program Team.
- On a regular basis, Career Support Team will provide counselling sessions, motivational lectures, or anything else is required for the student/volunteer's personal or professional growth.
- On a monthly/quarterly basis, the Career Support Team will assess the performance of students who have been given scholarships (***Annexure VII: Lakshya Assessment sheet***).

HUNAR

1.0 ABOUT THE SCHEME

- Aim: To provide assistance to students and volunteers of UPAY from economically disadvantaged backgrounds in accessing skill development opportunities that facilitate employment.
- The scholarship will be available for a year.
- Each year, the selection process will begin on May 1st, and the scholarship disbursement cycle will begin on June 1st.
- Each year selection process shall repeat with changes deemed necessary.
- There will be 16 scholarships available throughout UPAY.
- Note: The Director (Programs) will announce the number of scholarships to be awarded each year (if there are any changes). He or she will also announce the inter-zone scholarship allocation.

2.0 BENEFITS

- a) Sponsorship by UPAY (For coaching/institution fees):
- Total scholarship: Rs. 20,000 per year/Student/volunteer (Max) or 50% of coaching fees, whichever is minimum.
 - Note: In exceptional cases, UPAY after approval of Chairman can grant 100% of coaching fees, subject to the maximum limit of Rs. 20,000 per year.

- Each year, only two students will be sponsored by UPAY.
- b) Support by sponsor:
 - Monetary/ Kind/ Logistic support: No limits (as per requirement and wish of sponsor)

3.0 ELIGIBILITY

- Every registered student or current volunteer (served more than 6 months to UPAY) of UPAY is eligible for a UPAY scholarship (No age/class bar)
- Parent's annual income shall not exceed Rs 2.5 lacs

4.0 SELECTION PROCEDURE

Steps	Description	Responsibility	Remarks
1	Application Process	Student/volunteer	• The number of entries from zones are unrestricted
2	Preliminary Screening	ZD	• Candidates to be nominated by ZD among the applicants in consultation with the zonal team and center heads • Financial background verification • The scholarship form is to be duly filled and the necessary document should be attached
3	Screening Procedure	Director(SDC)	• Personality test: By screening committee
			• Screening committee also suggests the amount/ kind/ duration of the scholarship
4	Financial Vetting	Director (Finance)	
5	Final Award of scholarship	Chairman	Competent Authority for approval of scholarship
6	Documents verification	Program Manager/Lead	

Annexure D: Hunar Screening Assessment sheet

Note:

- In an exceptional case, the Chairman may consider a scholarship request forwarded by the director (Programs) without considering the selection procedure mentioned in 4.0. These scholarships will be in addition to the declared number of scholarships.
- Screening committee shall be a three-member committee, which has at least one external. Every year, it shall be appointed by Director (Programs).

5.0 TRANSFER MODE OF SCHOLARSHIP

- In case of Sponsorship by UPAY: Amount will be transferred preferably in coaching institute's account.

6.0 EFFECTIVE UTILIZATION OF SCHOLARSHIP

- To make sure that the amount granted is put to effective use precisely for the purpose for which it was asked:
- The student/volunteer must submit the payment slip of coaching/Institution to UPAY, which must clearly show the student's name, the coaching's name, and the course name.
- Coaching/Institution fees should be paid either online or by cheque/ demand draft.

7.0 CANCELLATION OF SCHOLARSHIP

- In the following cases, UPAY reserves the right to cancel or discontinue the scholarship at any time. Director of Programs has the authority to initiate the procedure of discontinuing the scholarship, which must be approved by the Chairman (UPAY):
 - a) If the student/volunteer's documents and information are found to be incorrect or forged.
 - b) If the money is being spent for anything different than what it was intended for.
 - c) Due to indiscipline behaviour of student/UPAY.
 - d) As per recommendations from the Program Team.

8.0 ANALYSIS OF THE STUDENT 'S PERFORMANCE

- The responsible Zonal Associate/Coordinator should keep a monthly record of how the funds are spent.
- On a regular basis, Career Support Team will provide counselling sessions, motivational lectures, or anything else is required for the student/volunteer's personal or professional growth.
- On a monthly/quarterly basis, the Program Team will assess the performance of students/Volunteers who have been given scholarships (**Annexure VIII: Hunar Assessment sheet**).

ASHISH

1.0 ABOUT THE FUND

- AIM: To meet some unforeseen and urgent expenses of the Prerna scholarship scheme.
- Total consolidated amount in the fund will be 2 lakhs.
- The fund will be held under the direct control of Chairman UPAY.

2.0 EXPENDITURE PROCESS:

Steps	Description	Authority
1	Request initiated by	Director (Programs)
2	Financially vetted by	Director (Finance)
3	Final approval by	Chairman (UPAY)

Annexure A: Pragati Screening Assessment sheet

SN	Criteria	Score	Responsibility
1	Academic performance in UPAY's test/school tests	4	ZD
2	Academic Knowledge	8	Personality Test: Screening Committee
3	Career Ambition	4	Personality Test: Screening Committee
4	Need for scholarship (Financial background)	4	Personality Test: Screening Committee
	Max Score	20	

Annexure B: Sankalp Screening Assessment sheet

SN	Criteria	Score	Responsibility
1	Scholarship test	5	Director (Career Support)
2	Board Exam Marks	10	Director (Career Support)
3	Personality Test	5	Screening Committee
	Max Score	20	

Annexure C: Lakshya Screening Assessment sheet

SN	Criteria	Score	Responsibility
1	Screening test	8	Screening Committee Note: Exemption for those already won any competition at National/State level. Maximum marks to be given to them.
2	Personality Test	6	Screening Committee
3	Participation in District level Competition	2	Director (Career Support)
4	Participation in State level Competition	2	Director (Career Support)
5	Participation in National level Competition	2	Director (Career Support)
	Max Score	20	

Annexure D: Hunar Screening Assessment sheet

SN	Criteria	Score	Responsibility
1	Knowledge about the subject	4	Personality Test: Screening Committee
2	Career Ambition and seniority	8	Personality Test: Screening Committee
3	Need for scholarship (Financial background)	8	Personality Test: Screening Committee
	Max Score	20	

SECTION 10

POLICIES RELATED TO CHILD PROTECTION AND POSH

Child Protection Policy

UPAY is committed to ensuring the safety, dignity, and well-being of all children associated with its programs. All programmatic activities shall adhere to the principles and guidelines outlined in the organization's Child Protection Policy, which defines standards of conduct, safeguarding measures, reporting mechanisms, and response procedures.

All stakeholders are required to comply with the Child Protection Policy at all times.

Reference: UPAY Child Protection Policy.

Prevention of Sexual Harassment at Workplace (POSH)

UPAY maintains a zero-tolerance approach towards sexual harassment. All activities and engagements under this Program Policy shall be governed by the organization's POSH Policy, in accordance with the provisions of the *Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013*.

All stakeholders are required to adhere to the standards and procedures outlined therein.

Reference: UPAY POSH Policy

Annexure: I - Center Related SOPs

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/01	Revision:01
	SOP: FIRST CENTER OPENING IN NEW ZONE/NEW ZONE OPENING	

PURPOSE

- This SOP aims to establish a structured and standardized process for initiating operations in a new geographical zone, including the opening of the first UPAY center. It ensures that all necessary assessments, approvals, resource planning, and implementation steps are carried out in a systematic manner, aligned with organizational standards, community needs, and long-term sustainability objectives.

SCOPE

- This SOP shall apply to all stakeholders involved in the establishment of a new zone and the opening of the first center, including central leadership, zonal teams, and volunteers. It covers the end-to-end process from initial need assessment and feasibility evaluation to center setup, team deployment, and commencement of program activities, ensuring consistency, accountability, and quality in expansion efforts.

RESPONSIBILITY

- Chairman
- Director (Finance)
- Director (Programs)
- Standing Committee
- Program Coordinator

SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	In principle Approval	Decision on setting up a new zone for the expansion shall be taken by the Chairman in consultation with the Executive Body	Chairman
2	Standing Committee formation	Appointing a standing committee to analyze the feasibility report.	Chairman
		The Standing committee should consist of at least one executive body member.	Chairman
		A Program Coordinator (PC) of a zone shall be associated with the committee as the standing committee coordinator.	Chairman
3	Survey & feasibility report preparation	Conducting a survey with the help of local contacts.	Standing committee & PC/appointed persons
		Submitting the survey report along with a feasibility report to the standing committee.	PC/appointed persons

4	Feasibility Analysis	Analyzing the feasibility report and submit its recommendations to the governing body headed by Chairman to open the center at that place.	Standing committee
5	Final Decision	Final decision to be taken in consultation with the Director (Program) & the Director (Finance).	Chairman
6	Formation of Steering Committee	Appointing a steering committee after the final decision. a. This committee will involve one governing Body Member, ZD of nearest Zone, Program Coordinator and any nominated members etc. b. Steering committee shall be responsible for running Programs smoothly till the appointment of Zonal Director.	Chairman

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/02	Revision:01
	SOP: NEW CENTRE OPENING IN EXISTING ZONES	

PURPOSE

- This SOP aims to establish a standardized process for the identification, approval, and establishment of new UPAY centers within existing operational zones. It ensures that center expansion is need-based, systematically planned, and aligned with organizational standards, resource availability, and program objectives.

SCOPE

- This SOP shall apply to all stakeholders involved in the expansion of centers within existing zones, including Zonal Directors, zonal teams, and central program leadership. It covers the process from community need assessment and feasibility evaluation to center setup, team allocation, and initiation of program activities, ensuring consistency, quality, and accountability in expansion efforts.

RESPONSIBILITY

- Director Programs
- Zonal Director
- Standing Committee
- Zonal Coordinator (Program)

SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	In principle Approval	Decision on opening a new center in the existing zone shall be taken by the Zonal Director in Zonal team meeting in consultation with Director (Program).	Zonal Director
2	Standing Committee formation	Appointing a standing committee to analyse the feasibility report.	Zonal Director
		A Program coordinator (PC) will be a part of the standing committee coordinator.	Zonal Director
3	Survey & feasibility report preparation	Conducting a survey with the help of local contacts.	Standing committee & ZC(Pgm)/appointed persons
		Submitting the survey report along with a feasibility report to the standing committee.	ZC/appointed persons
4	Feasibility Analysis	Analyzing the feasibility report and submit its recommendations to the Director (Program) to open the center at the identified location.	Standing committee
5	Final Decision	Final decision to be taken in consultation with the Director (Finance) & the zonal Director. After the final approval from the Director (Program) , the zone shall open a new center.	Director Programs

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/03	Revision:01
	SOP: Daily Centre Operation Routine	

PURPOSE

- To ensure the smooth, consistent, and effective conduct of daily program activities at UPAY centers.

SCOPE

- This SOP applies to all personnel responsible for day-to-day operations at UPAY centers, including Center Heads, Center Coordinators, and volunteers. It outlines roles, responsibilities, and standard procedures for planning, executing, and monitoring daily academic sessions and related activities to ensure quality and consistency across centers.

RESPONSIBILITY

- Center Head (CH)
- Volunteer (V)
- Teacher(T)
- Students

SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	Center opening	Center should begin on designated time daily	CH / CC / Volunteer
2	Center cleaning	1. Center cleaning to be done every day. 2. Placing footwears appropriately before seating	Students
3	Assembly	1. Opening prayer to be done. (Can be in local language or Itni Shakti hame dena data.) 2. Explaining a thought of the day with meaning. 3. Oral Activity (Tables / GK question / National news etc) 4. Meditation (Compulsory for Footapthshaala center)	Students / Volunteers
3	Class activity as per timetable	Class activity to be taken as per daily calendar or class schedule. (Study / Sports / Reading / any other activity as per schedule.)	Volunteers
		Teaching should be based on daily experiences, classroom / ground activities, case studies etc	Volunteers
4	Center Closing	1. Center to be closed by singing closing prayer. (<i>Hum honge Kamyab / Vande Matram etc</i>) 2. Center to be cleaned before leaving for the day and fans and lights should be turned off properly (if available) 3. Locking the doors & closing windows properly. 4. Vacate the center premises immediately after dispersal.	CH / CC / Volunteers

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/4	Revision:01
	SOP: Weekly Sports/Games	

PURPOSE

- To promote physical well-being, teamwork, discipline, and holistic development of children through structured sports and recreational activities and integration of physical activity as a regular and essential component of UPAY's learning environment.

SCOPE

- This SOP applies to all UPAY centers and shall be implemented by Center Heads, Center Coordinators, and volunteers. It outlines the planning, organization, and execution of weekly sports and games activities, ensuring active participation of students, safe conduct of activities, and alignment with the organization's holistic development approach.

RESPONSIBILITY

- Zonal Secretary (Programs)
- Sports Teacher (ST)
- Center Head (CH)

SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	Nomination of sports teacher (ST)	At the centre, ZS(Program) shall designate the responsibility to conduct sports to a volunteer/teacher	ZS(Pgm)
		A good knowledge of sports is required of a sports teacher.	
2	Declaration of sports days	A sports day should be declared in the activity calendar. The same should be communicated to students and volunteers. Each centre must conduct at least one weekly sports class.	ZS(Pgm)
3	Before Conducting sports day	Games should be planned in advance for each sports day The playground or similar area where the game will be played should be properly marked for boundaries /lines.	ST/CH
		All of the necessary items for the games should be made available as far as possible.	
4	Conducting sports day	Volunteers and teachers may participate in sports with students.	ST/CH
		The sports teacher should ensure that all students are aware of the game's rules.	
		The captains should be selected from among the students. Ensure that each student participates in at least one sport.	
		While conducting games, the safety of students must be ensured.	
5	Ideology of the sports day	Each team should be given enough time to analyse their performance, wins, loss.	ST/CH
		Ask as to why students won or lost, what mistakes did they make, and how they plan to improve.	
		Encourage students to take responsibility for their own actions rather than blaming others.	
		A sports day should have two goals: improving physical strength and developing soft skills among students (leadership, team building, controlling emotions, dedication etc)	

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/5	Revision:01
	SOP: Balsabha	

PURPOSE:

- To provide a structured platform for children to express themselves, build confidence, and develop communication and leadership skills. It also encourages participation, creativity, and value-based learning through group activities and peer engagement.

SCOPE:

- This SOP applies to all UPAY centers and shall be implemented by Center Heads, Center Coordinators, and volunteers. It outlines the planning and conduct of regular Balsabha sessions, including student participation, activity facilitation, and documentation, ensuring consistency and alignment with UPAY's holistic child development approach.

RESPONSIBILITY:

- Zonal Secretary (Programs)/ZS(P)
- Center Head (CH)
- Volunteers/Teacher(V/T)

SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	Declaration of Bal Sabha Dates	At the start of each month, the BAL SABHA date should be mentioned in the activity calendar.	ZS(Pgm)
2	Preparation of Bal-Sabha	Preferably decide the theme of the Bal Sabha or pick the theme from the Balsabha Booklet	CH
		Balsabha should be organized by students and volunteers should support them	CH
		The responsibilities should be divided among students Ex : Resource Management, Anchoring, seating arrangements etc.	CH
		Volunteers/teachers should assist kids in the overall Balsabha process and encourage all students to participate.	CH
		Any pending reward/appreciation can be provided during the Bal Sabha	CH
		A record of the Bal-sabha, including participants, themes, and appreciations, should be kept.	CH
3	Activities Needs to Be Performed Perform in Bal Sabha (For Details of Activities, Ref Program Policy)	Junior Group(1 st -4 th class)	
		<u>(Any three activities)</u>	
		Story telling	CH
		Poem recitations	CH
		Dancing/ Singing	CH
		Innovative games	CH
		Senior Group (5 th and above)	
		<u>(Any three activities)</u>	
		Story telling	CH
		Drama/Nukkad Natak	CH
		Debate/Extempore/ Speeches	CH
		Case studies	CH
		Quiz Competition	CH
		Dancing/ Singing	CH

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/6	Revision:01
	SOP: Center Specific Test	

PURPOSE

- To evaluate student learning levels and track academic progress at the center level on a regular basis.

SCOPE

- This SOP applies to all UPAY centers and shall be implemented by Center Heads, Center Coordinators, and academic volunteers. It outlines the planning, conduct, evaluation, and documentation of center-level assessments, ensuring consistency in measuring student performance and alignment with the organization's academic framework.

RESPONSIBILITY

- Zonal Sec (Programs)/ZS(P)
- Center Head (CH)
- Volunteers/Teacher(V/T)

CHECKLIST (SOP/PRGM/03 : CENTER SPECIFIC TEST)			
SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	Declaration of The Test Date	The monthly test date should be marked on the Monthly Activity Calendar	ZS(P)
		Students should be informed as soon as possible about test dates. (Mention on Notice board, if available)	CH
2	Declaration of The Test Syllabus	Sharing the test syllabus to students (Mention on Notice board, if available)	V/T
3	Syllabus Implementation	Completion of the syllabus before to the test	V/T
4	Test Question Paper Making	A teacher in charge of a specific class can create the question paper for that class.	V/T
		Question paper should not be too easy or too difficult	V/T
		Questions on analytical/logical skills, languages, GK, syllabus, and other topics should be included in the question paper	V/T
5	Conduct of Test	The timing of the test should be communicated to the students in advance	CH
		For the test, proper seating arrangements are to be made	CH
		For the monthly tests, students can be provided with a separate answer sheet	CH
		During tests, cheating and misconduct must be avoided	V/T
		For a better understanding of the question, translations of the question can be provided if necessary	V/T

6	Answer Sheet Checking and Sharing of Results	Test papers should be double-checked, and marks should be written at the top of the paper with teacher`s signature.	V/T
		Answer sheets should be checked with red pen only	V/T
		Wherever possible, justification for marks deducted should be provided.	V/T
		If a student's answer is incorrect, the teacher should write the correct answer in the answer sheet along with an explanation	V/T
		Final remarks must be mentioned in the answer book. (It should be motivating)	V/T
7	Record Keeping	Each student's marks/grades should be recorded in the Student's Performance Report (SPR)	V/T

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/7	Revision:01
	SOP: PTM Procedure	

PURPOSE:

- To review student progress, address concerns, and encourage parental involvement in the child's learning and development.

SCOPE:

- This SOP applies to all UPAY centers and shall be implemented by Center Heads, Center Coordinators, and volunteers. It outlines the planning, conduct, and documentation of Parent-Teacher Meetings, ensuring regular engagement with parents and alignment with UPAY's holistic child development approach.

RESPONSIBILITY:

- Zonal secretary (Programs)/(ZS(P))
- Center Head (CH)
- Volunteer (V)
- Teacher(T)

CHECKLIST (SOP/PRGM/04: PTM PROCEDURE)				
SN	ACTIVITIES	Description	Responsibility	Timeline
1	Declaration of PTM dates	The PTM date should be mentioned in the activity calendar at the beginning of each month.	ZS(P)	Start of month
		The PTM should take place in the last week of the month after test is conducted	ZS(PRGM)	
2	Student Performance Report(SCR)	PTM should be held only after each student's performance has been evaluated and SCR has been made.	V/T	Week 3
3	PTM day activities	PTM timings should be communicated to parents in advance.	CH	Week 4
		If feasible, record the PTM timings in the student's diary/notebook and obtain the acknowledgement/signature of the parents ahead of time.	CH	
		Appropriate seating arrangements for parents should be provided, if possible.	CH	
		On the day of PTM, every teacher/volunteer should be present.	CH	
4	DO'S	It is desirable for the same volunteer/teacher to meet the parents of the students he taught.	V/T	Week 4
		Each volunteer must have the Student Performance Report (SCR) of the student whose	V/T	

		parents are meeting, and interactions must be based on the SPR.		
		Inform students' parents about student's attendance.	V/T	
5	DON'TS	Avoid demotivating the student. Make sure that the students are motivated during the interaction.	V/T	Week 4
		If something unfavorable has to be spoken to the parents, say it privately rather than in front of others.	V/T	
		Do not use phrases such as "he/she knows nothing, he/she is zero, he/she is not progressing at any cost, etc"	V/T	
6	Records and feedback	There should be a separate diary where parent's attendance is recorded.	CH	Week 4
		Parent's feedback should also be included in the diary.	CH	
7	Follow up meeting	A meeting at the centre should be organised to address the parent's feedbacks and to take the required corrective actions before the next PTM.	CH	Week 4

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/8	Revision:01
	SOP: No Bag Day	

Purpose

- The purpose of this SOP is to provide a structured approach for organizing and conducting 'No Bag Day' across all UPAY centers. The objective of this initiative is to engage children in non-academic, experiential, and value-based learning activities such as storytelling, art & craft, moral value building, creative games, life skills, and team-building exercises.

Scope

- This SOP ensures uniform implementation, creativity, and meaningful engagement across all zones.

Responsibility

- Director Programs
- Director Academics
- Program Coordinator
- Center Head
- Volunteers

SN	ACTIVITIES DESCRIPTION	RESPONSIBILITY
1	Planning of No Bag Day Director Program & Director Academics decide the frequency	Director Programs, Director Academics
2	Theme & Activity Selection Each No Bag Day will have a specific theme (e.g., kindness, teamwork, environment, honesty). Activities are planned based on the theme—storytelling, art, drama, games, etc.	Director Academics , Program Coordinators,
3	Pre-Event Preparation Prepare materials, resources, and activity kits. Teachers are briefed about session flow, objectives, and safety guidelines.	Program Coordinator , Zonal Coordinator, Center Head
4	Implementation of No Bag Day Conduct the activities as per the schedule. Encourage participation, creativity, teamwork, and expression among children.	Center Head Teachers, Volunteers
5	Monitoring & Documentation Center Heads monitor the conduct of activities. Photos, attendance, and short reports are compiled for documentation and sharing best practices.	Zonal Coordinator
6	Feedback & Improvement Collect feedback from children, teachers, and volunteers to assess engagement and learning outcomes. Modify future sessions accordingly.	Director (Programs), Director Academics, Program Coordinators,

	PROGRAMS	Date:29.01.2026
	SOP NO: SOP/PRGM/9	Revision:01
	SOP: Centralized Test(CT)	

PURPOSE

- To ensure standardized assessment of student learning levels across all UPAY centers.

SCOPE

- This SOP applies to all UPAY centers and shall be implemented under the guidance of the Academic Team, with execution by Center Heads, Center Coordinators, and volunteers. It outlines the design, administration, evaluation, and reporting of centralized assessments, ensuring uniformity, transparency, and consistency in measuring student performance across centers.

RESPONSIBILITY

- Director (Academics)
- Program Manager/Lead
- Program Coordinator
- ZS (Program)
- Center Head
- Volunteers
- Invigilators
- Zonal Team

SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	Declaration of The Test Date	The month of centralized test is to be decided in the beginning of Academic Year. The dates are to be decided 2-3 months in All-zone Program Meeting, in consultation with zones, and communicated in advance. The dates should then be marked on the Monthly Activity Calendar by zones.	Directors, ZS, PM, PC, ZS(P)
		Communicating the test schedule and putting the same on notice board (if available).	CH
2	Declaration of Test Syllabus	Sharing the portion/syllabus of the test to students (Mention on Notice board, if available)	V/T
3	Syllabus Implementation	Completion of the syllabus before to the test.	V/T
4	Question Paper Making	Preparation of test paper by the central team.	Directors, PM, PC
		Assess the difficulty level (should not be too easy or too difficult)	Directors, PM, PC
		Invigilators for each center to be finalized and to be given responsibility to conduct test smoothly	ZT

5	Conduct of Test	Communicating the timing of the test should to the students in advance.	CH
		Planning proper seating arrangement to avoid cheating and misconduct.	Invigilator
		Providing separate answer sheets for the test	Invigilator
		Providing translations of the question for easy understanding, if necessary.	ZT
6	Answer Sheet Checking and Sharing of Results	Submitting test papers in Zonal Office.	Invigilator
		Answer sheets to be double-checked, and marks to be written at the top of the front page with teacher's signature.	ZT
		Use of red pen to check answer sheets.	ZT
		Provide justification for marks deducted, wherever possible.	ZT
		Explanation and correct answers to be written against each incorrect answer.	ZT
		Mentioning final remarks on the paper that motivates the student.	ZT
7	Record Keeping	Recording the marks/grades of all students in the Student's Performance Report (SPR).	ZC

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/10	Revision:01
	SOP: Seva Day	

PURPOSE

- To inculcate values of social responsibility, empathy, and community service among students and volunteers.

SCOPE

- This SOP applies to all UPAY centers and shall be implemented by Center Heads, Center Coordinators, and volunteers. It outlines the planning, execution, and documentation of Seva Day activities, ensuring meaningful engagement of students in community service initiatives aligned with UPAY's values and developmental approach.

RESPONSIBILITY

- ZS Programs
- Center Head (CH)
- Volunteer (V)
- Teacher(T)

SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	Declaration of Seva day	The date of Seva Days to be marked on the Monthly Activity Calendar in advance.	ZS (P)
2	Activity to be finalized at the center	Centre head along with volunteers can select some activities to be conducted as part of seva day.	CH
3	Informing zonal team	Activity and other information to be shared with zonal team.	CH
3	Conducting Seva	- If students are taken outside the locality or premises of the centre, then written consent from parents must be taken in advance. - All safety measures should be ensured while conducting the activities - Values and proper behavior should be taught to the students.	CH / Volunteers

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/11	Revision:01
	SOP: Spardha	

PURPOSE

- To promote healthy competition, peer learning, and exposure beyond individual centers, thereby enhancing confidence and overall development.

SCOPE

- This SOP applies to all UPAY zones and centers and shall be implemented under the coordination of the Zonal Teams and Academic/Program Teams. It outlines the planning, organization, and execution of quarterly inter-zone competitions (Spardha), based on predefined themes such as poster making, quizzes, and other co-curricular activities, ensuring standardization, participation, and fair evaluation across zones.

RESPONSIBILITY

- Director Programs
- ZS Programs
- Programs Lead

SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	Declaration Spardha	1. Topic to be discussed with ZS Programs and finalized on which Spardha to be conducted during Program Team Meeting 2. Date to be fixed for conducting Central level Spardha with consensus from zones 3. Date to be fixed to collect nominations from zones.	Director (Program)
2	Sharing Rules	Rules to be shared for the competition in advance along with timeline and scoring pattern	Director (Program)
3	Sharing information	Information to be shared with volunteers on time.	ZS (P)
4	Conducting Zonal Spardha	Spardha is conducted at 3 levels: centre level (intra-centre), zonal level (inter-centre) and central level (inter-zone). 1. Judges to be finalized for Spardha. 2. Zonal Spardha to be conducted within timeline. 3. Name of the winners from zonal level to be shared for Central Spardha and result to be shared with all volunteers at zone. 4. Sharing result on relevant social media handles. 5. Prizes to be given in appreciation of the student's performance.	ZS (P)
5	Preparation for Central Spardha	1. A poster about the event to be shared on relevant social media handles and with volunteers of all zones. 2. Judges to be finalized for central Spardha. 3. Marking parameters to be shared with the judges and briefing to be arranged. A common online link for Spardha (ZOOM) to be shared in advance. An anchor to be finalized for hosting the Spardha.	PL
6	Conducting Central Spardha	1. Conducting Spardha on time. Checking and updating scores in real time by coordinating with the judges. Feedback to be taken from judges post event. 2. Declaring winners after the event but on the same day. 3. A Poster about winners to be shared with all zones. 4. Prizes & certificates to be given to the winners appropriately.	PL

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/12	Revision:01
	SOP: IMC Visit	

IMC Visit

Purpose:

- The purpose of this SOP is to establish a standardized operational framework for Infrastructure monitoring Visit at Learning Centers (R&T, FP, SDC, DBC) of UPAY.

Scope:

- This SOP is applicable to all UPAY Learning Centers. It ensures that all infrastructural facilities remain functional, well-maintained, and compliant with UPAY's established standards and norms.

Responsibility for Implementation of SOP:

- Zonal Director (ZD)
- Zonal Secretary (Program)
- Zonal Coordinator (Program)
- IMC Members

IMC Visit				
SN	Activity	Word description	Responsibility	Timeline
1	Pre-Visit Planning	Prepare a quarterly schedule for IMC visits across all centers.	Zonal Director	1st week of the quarter
2	Infrastructure Readiness Checklist	Develop or update a standard checklist covering classroom furniture, lighting, electricity, sanitation, water, safety, storage, and learning materials.	IMC Coordinator	1 st quarter of the year
3	On-site Visit & Inspection	Conduct physical inspection of infrastructure including furniture, ventilation, cleanliness, safety equipment, sanitation, and learning aids.	IMC Members	As per quarterly schedule
4	Infrastructure Setup / Requirements	Identify and verify the need for new installations or replacements (furniture, boards, storage, electronic devices, etc.).	IMC Members	As per approval
5	Staff and Student Interaction	Engage with teachers, volunteers, and students to understand challenges and gather feedback regarding infrastructure and resources.	IMC Members	During visit
8	Report Preparation	Compile a comprehensive IMC report detailing findings, gaps and actionable recommendations.	ZC Program	Within 1 week after Quarter end

		Submit to the Program Team for preparation of CPR and to Zonal Director for further action plan.		
9	Review & Recommendations	Discuss IMC findings and recommendations with the Zonal Director. Approve actions or escalate urgent needs to Program Team.	Zonal Director	Within 15 days post-visit
10	Action Implementation & Follow-Up	Ensure approved recommendations are implemented before the next visit. Update progress in the subsequent quarterly report.	Zonal Coordinator / Center head	Before next quarterly visit

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/ 13	Revision:01
	SOP: PMC Visit	

Purpose:

- The purpose of this SOP is to establish a standardized operational framework for Performance monitoring Visit at Learning Centers (R&T, FP, SDC, DBC) of UPAY.

Scope:

- This SOP applies to all UPAY Learning Centers (R&T and FP). It defines the process and responsibilities for quarterly PMC visits designed to evaluate teaching effectiveness, student learning progress, attendance, volunteer engagement, and overall program implementation.

Responsibility for Implementation of SOP:

- Zonal Director
- Zonal Secretary (Program)
- Zonal Coordinator (Program)
- PMC Members

PMC Visit				
SN	Activity	Word Description	Responsibility	Timeline
1	Pre-Visit Planning	Develop the quarterly PMC visit plan and share the schedule with all centers and zonal teams.	Zonal Director	1st week of each quarter
2	Performance Monitoring Checklist	Update the checklist to assess teaching quality, student learning, attendance, and engagement levels.	PMC Coordinator	1 st quarter of the year
3	Classroom Observation	Observe live classroom sessions to evaluate teaching methods, student participation, behaviour, and classroom environment.	PMC Members	During visit
4	Student Assessment Review	Review students' notebooks, worksheets, and assessment reports to evaluate learning progress and comprehension.	PMC Members	During visit
5	Volunteer & Teacher Interaction	Engage with teachers and volunteers to understand challenges, identify training needs, and gather feedback on center operations.	PMC Members	During visit
6	Data Verification	Cross-verify student and volunteer attendance, academic progress records, and activity logs for accuracy and consistency.	PMC Members	During visit
7	Feedback to Center Team	Provide verbal feedback at the end of the visit, highlighting key strengths, areas for improvement, and immediate action points.	PMC Coordinator	End of visit

8	Report Preparation	Prepare a detailed PMC report summarizing findings, analysis, and recommendations. Submit it to Program Team for preparation of CPR and to Zonal Director for plan of action.	ZC	Within 5 days post-visit
9	Review & Action Plan	Review the PMC report at the zonal level and finalize an actionable plan with defined responsibilities and timelines.	Zonal Director	Within 10 days post-visit
10	Action Implementation & Follow-Up	Ensure recommendations are implemented and progress tracked before the next quarterly PMC visit.	Center In-Charge / Program Coordinator	Ongoing, before next visit

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/14	Revision:01
	SOP: Health Check-up Camp	

PURPOSE:

- To improve awareness and access to basic health services, hygiene, and nutrition practices.

SCOPE:

- This SOP applies to all UPAY centers and communities and shall be implemented in coordination with Zonal Teams, Center Teams, and external healthcare partners. It outlines the planning, organization, and execution of health check-up camps, including beneficiary mobilization, service delivery, referral support, and documentation, ensuring effective outreach and quality of services.

RESPONSIBILITY:

- Zonal Team
- Center Head (CH)
- ZS Outreach
- Volunteers/Teacher(V/T)

SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	Discussion about arranging health check-up camp	1. Discussion about arranging health check-up camp and identification/nomination of a member to coordinate the camp.	Zonal Team
2	Finalization of Date	1.Identification of healthcare providers and doctors and finalizing date and venue. 2.Listing out the check-ups to be conducted ad requirements	Zonal Team
3	Spreading information within the community	Communication about the camp to all community members along with date, time and relevant details.	CH
		Poster/Information to be shared with internal team members consisting camp information.	ZS (Outreach)
4	Conducting camp	1. Conducting camp on time with proper arrangements as prescribed by team of doctors. 2. Maintaining the records of check-up conducted along with photos, prescription and beneficiary details. 3. Follow-up to be taken for beneficiaries having sustained medical conditions and relevant arrangements are to be ensured.	ZC / CH

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/15	Revision:01
	SOP: Teachers Training & Capacity Building by Central Team	

Purpose

- This SOP outlines the systematic process for organizing and implementing Teacher Training Programs under UPAY NGO. The objective is to enhance the teaching capacity, pedagogical skills, and overall classroom effectiveness of teachers working in UPAY centers.

Scope

- This document ensures standardization, accountability, and quality in all training activities.

Responsibility

- Director Programs
- Director Academics
- Zonal Director
- Program Coordinator

SN	ACTIVITIES DESCRIPTION	RESPONSIBILITY
1	Conduct assessment to identify skill gaps and training needs of teachers across zones. Data collected from PCs, ZDs, and feedback forms.	Dir (Pgm), Dir Academics, PC, ZD
2	Prepare a detailed training plan including objectives, timeline, trainers, content, and budget. Obtain approval from competent authority.	Dir (Pgm), Dir Academics, Dir (Fin), Chairman
3	Identify internal/external trainers and finalize training modules, materials, and session plans.	Training Committee / Appointed Team
4	Finalize venue (physical/virtual), schedule, participant list, and materials required. Coordinate with zonal and regional teams.	Dir Academics , PC
5	Conduct training sessions as per the approved plan ensuring active participation, inclusivity, and interactive methodology.	Trainers, PC, ZD
6	Collect feedback from participants and trainers. Evaluate improvement areas and measure the impact of training.	Training Committee, Dir (Pgm), Director Academics
7	Plan periodic refresher sessions and ongoing mentorship for continuous skill enhancement.	Director (Programs), Director Academics , Program Coordinators

Note - There will be minimum 7 days training.

Following topics should be covered.

- About UPAY, UPAY Policies.
- Child Protection policy & POSH
- In Addition to these other relevant topics related to teachers training.

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/ 16	Revision:00
	SOP: Outbound Training/ Volunteer Get-Together	

Purpose:

- The purpose of this SOP is to outline a standardized framework for planning, coordinating, and executing Volunteer Get-Together events across UPAY. It ensures smooth organization, meaningful engagement, and recognition of volunteer contributions.

Scope:

- This SOP applies to all UPAY volunteers across all centers and zones. It defines the roles, responsibilities, and timelines for organizing the event to foster connection, appreciation, and motivation among volunteers.

Responsibility for Implementation of SOP:

- Zonal Secretary HR (ZS HR)
- Zonal Director
- Zonal Secretary (Program)
- Zonal Coordinator (Program)

Volunteer Get-Together				
SN	Activity	Word Description	Responsibility	Timeline
1	Event Planning Meeting	Conduct an initial meeting to decide the date, venue, theme, objectives, and key responsibilities for the event.	Zonal Director	4 weeks before event
2	Budget Preparation	Estimate expenses for food, logistics, materials, and other arrangements. Seek approval from the Finance Team.	ZS Finance	3.5 weeks before event
3	Volunteer Invitation	Design and send invitations (via WhatsApp, email, or phone) including agenda, dress code, and event timing.	ZS/ZC Program Support	3 weeks before event
4	Agenda Finalization	Finalize the event flow-games, speeches, experience sharing, awards, and team-building activities.	Zonal Team	3 weeks before event
5	Venue & Logistics Arrangements	Book the venue and arrange seating, sound system, banners, and refreshments.	Zonal Team	2 weeks before event

6	Volunteer Recognition Preparation	Prepare certificates, awards, or appreciation tokens for volunteers.	Zonal Team	2 weeks before event
7	Rehearsal / Dry Run	Conduct a short rehearsal for anchors, speakers, and performers to ensure smooth execution.	Zonal Team	2–3 days before event
8	Event Day Execution	Welcome participants, conduct the planned activities, recognition ceremony, and gather on-the-spot feedback.	Zonal Team	Event Day
9	Feedback Collection	Distribute digital or paper feedback forms to gather suggestions from volunteers.	ZS/ZC Program Support	During / After Event
10	Post-Event Report	Prepare a brief report summarizing participation, highlights, photos, and volunteer feedback.	ZC Program	Within 7 days after event
11	Thank You Communication	Send appreciation messages and share event photos/videos with all volunteers.	ZS/ZC Program Support	Within 5 days after event
12	Review & Learnings	Conduct a review meeting to evaluate event outcomes, identify challenges, and document improvements for future events.	Zonal Team	Within 1 week after event

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/17	Revision:00
	SOP: Educational Visit	

PURPOSE

- To ensure smooth conduct of educational visits of the zone.

SCOPE

- This document provides procedures to follow while arranging educational visits for the students.

RESPONSIBILITY

- Zonal Team
- ZS Programs
- Center Head
- Zonal Coordinators

SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	Decision about going for educational visit.	1. Decision to be taken within zonal team meeting in the presence of Zonal Director , ZS finance & ZS Programs. 2. Place to be finalized within the meeting. 3. Date to be finalized after discussing with center heads.	Zonal Team
2	Preparations for the visit.	1. Approval to be taken from finance team. 2. Transportation vehicle to be finalized. 3. Snacks to be finalized. 4. A consent letter to be signed by parents. 5. First Aid Box to be carried while the visit.	ZS PRGM / CH
3	Educational visit	1. Visits to be done without compromising safety of the students. 2. An event report to be prepared to improve the visits.	ZS PRGM / ZC

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/18	Revision:01
	SOP: Career Counselling by Central Team	

Purpose:

- This SOP outlines the process for conducting **career counselling sessions for students of grade 10 and those who have completed it**, either independently or in collaboration with external career guidance organizations. It covers both **online and offline** formats of counselling, including planning, coordination, implementation, and follow-up processes.

Scope:

- The Scope of this SOP Students and Alumina of UPAY across all zones.

Responsibility for Implementation of SOP:

- Director (Career Support)
- Program Manager
- Program Coordinator
- Zonal Coordinator

SN	Activity	Word Description	Responsibility	Timeline
1	Partner Identification	Identify and shortlist external organizations, experts, or counsellors for collaboration.	Program Manager / Zonal Director	6 weeks before session
2	Coordination & MoU (if required)	Finalize collaboration terms, dates, and modalities. Sign MoU or agreement if necessary.	Program Manager	5 weeks before session
3	Needs Assessment	Identify number of students, grades, preferred career streams, and format (online/offline).	ZC Program	4 weeks before session
4	Psychometric test	Conduct Psychometric Test for student profiling	Program Manager / Partner Org	4 weeks before session
5	Content & Material Preparation	Prepare informative material, career options, aptitude tests, interest forms, etc.	Partner Organization	3 weeks before session
6	Volunteer Orientation	Brief volunteers on their roles during the session such as coordination, attendance, and support.	Program Manager	2 weeks before session
7	Session Execution	Conduct counselling session as per plan, includes career talk, aptitude test, Q&A, and guidance.	Partner Counsellors	Session Day
8	Feedback & Reflection	Collect student and counsellor feedback through forms or digital tools.	Program Manager	Same day
10	Individual Guidance Follow-up	Schedule one-on-one follow-ups for students needing deeper counselling guidance.	Partner Organization / Teachers	Within 1 week after session
12	Documentation & Reporting	Prepare a report with attendance, photos, summary of activities, and feedback analysis.	Program Manager	Within 7 days after session

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/19	Revision:01
	SOP: Celebration of Sports/ cultural days	

PURPOSE

- To ensure smooth conduct of any celebration at UPAY.

SCOPE

- This document provides procedures to follow while celebrating any function at UPAY.

RESPONSIBILITY

- Zonal Team
- ZS Programs
- Zonal Director / ZS Finance
- Volunteers
- Program Coordinator

SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	Decision of an event in volunteers meeting	Based on the activity or the annual calendar, a volunteer meeting must be called to plan and prepare for the event well in advance in presence of Zonal Directors.	ZS(PRGM)
		Responsibilities must be clearly divided among volunteers with formation of sub-committees and a particular volunteer or zonal team member must be appointed as an Event coordinator.	ZD/AZD
2	Budgeting and in principle approval as per DOP	The budget of the event must be prepared and in principle approval shall be taken by the organizing zone as per UPAY DOP, if the advance amount is needed then request has to be raised through the finance portal immediately.	ZD/ZS (F)
3	Guest finalization and invitation	Guests should be identified and finalized. Based on the guests and Event schedule, invitations should be prepared and distributed.	INVITATION COMMITTEE
4	Communication Platform for coordination	For better coordination, a common group (EX WhatsApp group) should be formed and the same should be deleted on the completion of the event.	EVENT COORDINATOR
5	Safety	Safety and security of children must be at the most. In no circumstances should there be a compromise.	SAFETY COMMITTEE

6	Awards and Recognition	A list of awards should be prepared to recognize the students, volunteers, and centers. The medals, trophies and certificates should be procured and prepared.	AWARD COMMITTEE
6	Accounting and Expenditure report	Expenditure report must be made immediately after the Event, and claims and payments must be cleared as soon as possible.	EVENT COORDINATOR / ZD / ZS (F)
5	Preparation of Event report	After completion of the event, volunteers must hold a meeting and write down the outcomes of the Programs, while highlighting the problems especially. This record should be also maintained electronically. Press releases should also be shared for media updates.	EVENT COORDINATOR

NOTE FOR SPECIFIC OCCASION:

S. NO	EVENT	NOTES
1	Zonal Sports Meet (UMANG)	- Flow of events should be prepared - Ground Identification and preparation for various games - Arrangement of sports material, Game referees - Prepare fixtures for the matches - Scorecards and scorers to be identified and intimated - Arrangement for Water, Food and refreshments - Arrangement for Seating arrangement, podium, mics, anchoring, toilets, to be ensured well in advance - Transportation arrangements to be made for the children and volunteers
2	Zonal Science Exhibition (AVISHKAAR)	- Theme for the exhibition - Space and arrangements - Center wise budget for project preparation - Judges for the exhibition and scoring parameters - Transportation arrangements - Food and refreshments, if required

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/20	Revision:01
	SOP: Permanent Center Closing	

PURPOSE

- SOP covers the procedure for permanent center closing procedure.

SCOPE

- In extreme cases, UPAY can close the center permanently. This SOP outlines the steps that should be followed for a permanent center closing procedure.

RESPONSIBILITY

- Zonal Director (ZD)
- Director (Programs)

INSTRUCTIONS

S N	ACTIVITY	DISCRIPTION	RESP.
1	Decision Making	Zonal team should decide for closing of the center on following parameters mentioned in (1A-1D)	ZD
1A	Very Poor Attendance Of Students	If attendance is below 40% for all registered students in last 6 months	ZD
1B	Poor Volunteer/ Teachers Availability	if (Student: Teacher ration >20:1)	ZD
1C	Space Constraint	No space available in nearby area for operating the project	ZD
1D	Social Constraints	If safety of students/techers is compromised and not improving after every effort	ZD
2	If there any scope for revival of center Ex: by shifting at other place, arranging more resources (Y/N)		ZD
3	FINAL REMARK FROM ZONAL TEAM: Center should be closed permanently(Y/N) with comment		ZD
4	APPROVAL OF DIRECTOR(PRGM) WITH REMARK: SOP should be sent with filled checklist(Y/N)		ZD
5	COMMUNICATION: If center closing is approved, - Communication should be sent to EBM - Communication should be sent to different zonal groups and all functional teams - Required updates on website/ social media data		ZD

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/21	Revision:01
	SOP: Library opening in the zones	

PURPOSE

- To ensure a systematic way of procedures to open new library in the zone.

SCOPE

- This document provides outlines for the library opening and procedures to follow while new library opening in existing zones.

RESPONSIBILITY

- Director Programs
- Zonal Director
- Library Monitoring Committee
- Zonal Coordinator

SN	ACTIVITIES	DESCRIPTION	RESPONSIBILITY
1	In principle Decision	Decision on opening a new library in the existing zone shall be taken by the zonal director in zonal team meeting.	Zonal Director
2	Committee formation	Appointing a Library Monitoring committee to analyze the feasibility report.	Zonal Director
3	Survey & feasibility report preparation	Conducting a survey with the help of local volunteers and community members.	Library Monitoring committee & ZC/appointed persons
		Submitting the survey report along with a feasibility report to the Library Monitoring committee.	ZC/appointed persons
4	Feasibility Analysis	Analyzing the feasibility report and submit its recommendations to the Zonal Director with a copy to Director Programs to open the library at that place.	Library Monitoring committee
5	Final Decision	Final decision to be taken in consultation with the Director (Finance) & the Zonal Director. After the final approval from the Director (Programs), the zone will be able to open a new library.	Director Programs

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/22	Revision:01
	SOP: Permanent Library Closing	

PURPOSE

- SOP covers the procedure for permanent library closing procedure.

SCOPE

- In extreme cases, UPAY can close the library permanently. This SOP outlines the steps that should be followed for a permanent library closing procedure.

RESPONSIBILITY

- Zonal Director (ZD)
- Director (Programs)

S N	ACTIVITIES	DESCRIPTION	RESP.
1	Decision Making	Zonal team should decide for closing of the center on following parameters mentioned in (1A-1D)	ZD
1A	Very Poor Attendance Of Students/Participants In Library	If attendance of registered participants is very poor	ZD
1B	Non-Availability Of Proper Infrastructure	If proper infrastructure which is required for running a library is not available	ZD
1C	Space Constraint	Constraint in using the space and no space available in nearby area	ZD
1D	Social Constraints	If safety of students/participants is compromised and not improving after every effort	ZD
2	Is there any scope for revival of library ● Ex: by shifting at other place, arranging more resources (Y/N)		ZD
3	FINAL REMARK FROM ZONAL TEAM: ● Library should be closed permanently(Y/N) with comment		ZD
4	APPROVAL OF DIRECTOR(PRGM) WITH REMARK: ● SOP should be sent with filled checklist(Y/N)		ZD
5	COMMUNICATION: If library closing is approved, ● Communication should be sent to EBM ● Communication should be sent to different zonal groups and functional teams ● Required updates on website/ social media data		ZD

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/23	Revision:01
	SOP: Establishing Skill Development Center	

Purpose:

- The purpose of this SOP is to establish a Skill Development Centre to help our students and volunteers achieve a better and brighter future by honing their skills and providing necessary career guidance.

Scope:

- The scope of this SOP is not only to enhance the skills of our students but also to guide them in leveraging these skills for a successful career.

Responsibility for implementation of SOP:

- Director (Programs)
- Program Manager
- Program Coordinator
- Zonal Director
- Zonal Secretary (ZS)
- Zonal Coordinator ZC (Program)

Instructions

SN	Activity	Word description	Responsibility
1.	Set up a new centre in the existing zones	• Finalize a place to open the new centre. • A Standing Committee will analyze the feasibility report of the centre. • The Zonal Committee submits recommendations to the Director (Career Support and Community Empowerment) for approval in consultation with the Director (Finance) and the Zonal Director. • Post final approval, the zone can proceed to open the new centre. • Three main courses: Sewing, Computer Classes, and Embroidery; English learning classes may also be added. Depending upon the resources available, more courses can be initiated.	Zonal director
2.	Centre Management	• Ensure all centers are equipped with basic infrastructure, including almirahs, blackboards/whiteboards, mats, sports equipment, library books, teaching accessories, stationery, etc. • Infrastructure to be tailored to each programme's needs.	Zonal Coordinator, Trainer

3.	Human Resource	• Hire paid, skilled teachers for different courses. • Volunteers to assist during initial operations. • Provide necessary training and guidance to teachers and volunteers. • Employ regular and vocational mentors, regular mentors available during academic sessions, vocational mentors for specific training or internships.	Zonal Director, ZS HR
4.	Enrollment	• Facilitate registration of students and parents as per their chosen programmes. • Create and distribute timetables to students accordingly.	Zonal Coordinator, Trainer, Community Mobiliser
5.	Evaluation	• Evaluate various reports, including registration forms and monthly centre reports. • Maintain proper documentation and prepare evaluation sheets for analysis. • Evaluate teachers' performance; bonuses will be awarded based on performance	
7.	Self-Help Group	• Encourage students to start their own initiatives and skill centres. • Students can charge fees to teach their skills. • UPAY will monitor and provide initial support to set up their start-ups.	Zonal Director
8.	Career Development Support	• Conduct regular career counselling sessions by professional career counsellors. • Provide guidance on skill-based jobs, internships, and higher education opportunities. • Build partnerships with local organizations and industries to create employment opportunities for students. • Facilitate mock interviews, resume-building workshops, and job-oriented training. • Organize alumni meets to inspire current students and create a strong professional network.	Zonal Director, Career Counsellors

	Programs	Date:29.01.2026
	SOP NO: SOP/PRGM/24	Revision:01
	SOP: Operations of Skill Development Center	

Purpose:

- The purpose of this SOP is to establish a standardized operational framework for embroidery classes at UPAY. These classes aim to empower students, particularly women, with skills in embroidery, enabling them to enhance their livelihoods and explore entrepreneurial opportunities.

Scope:

- This SOP applies to all UPAY centers offering embroidery , Sewing and Computer classes and encompasses activities related to infrastructure setup, program management, teaching methodologies, and evaluation mechanisms.

Responsibility for Implementation of SOP:

- Director (Programs)
- Program Manager
- Program Coordinator
- Zonal Director
- Zonal Secretary (ZS)
- Zonal Coordinator ZC (Program)

SN	Activity	Description	Responsibility	Timeline
1.	Infrastructure Setup	Before initiating classes, each centre needs to be setup with proper infrastructure required for the course.	Zonal director, Zonal Coordinator	As per approval
2.	Curriculum Design	Centres can adapt the syllabus developed by UPAY and can focus parallelly on Theory and Practical skills.	Trainers	Pre-launch
3.	Recruitment	Hire skilled trainers for the courses and Provide regular workshops for trainers on advanced techniques and teaching methodologies	Zonal Director, HR Lead	Before launch
4.	Enrollment	Facilitate student registrations and conduct orientation sessions to introduce them to courses and class objectives.	Centre Staff	Before the session

5.	Class Operations	Conduct regular classes following the syllabus. Use hands-on practice, demonstrations, and group activities to enhance learning.	Trainers	Regularly
6.	Evaluation	Conduct periodic assessments through practical projects and theory tests. Provide feedback and maintain performance records.	Trainers	Monthly
7.	Maintenance and Upgrades	Ensure tools and materials are in good condition. Replace damaged or outdated tools as required.	Zonal Coordinator, Trainers	As needed
8.	Career Support	Provide career guidance for skilled students, including tips on starting businesses, branding, and market exploration	Career Counselors, Zonal Director	After class completion
9.	Reporting and Documentation	Maintain records of attendance, project work, and feedback. Submit monthly reports for review by the Zonal Director.	Trainers	Monthly
10.	Celebrations and Events	Organize events like exhibitions to motivate students and provide a platform to display their work.	Trainers	Quarterly
11.	Encouragement of Startups	Support skilled students in starting their own embroidery businesses. Provide initial guidance on business setup and marketing strategies.	Zonal Director	As needed

Annexure: II
OPERATIONS RELATED FORMATS

S N	TYPE	FORMAT NO
1	Survey Form	<i>FRMT/PRGM/01</i>
2	Feasibility Report	<i>FRMT/PRGM/02</i>
3	Student Enrolment Form	<i>FRMT/PRGM/03</i>
4	Student ID Card	<i>FRMT/PRGM/04</i>
5	Volunteers ID Card	<i>FRMT/PRGM/05</i>
6	Activity Calendar	<i>FRMT/PRGM/06</i>
7	Center Timetable	<i>FRMT/PRGM/07</i>
8	Daily Center Diary	<i>FRMT/PRGM/08</i>
9	Student Performance Report (SPR)	<i>FRMT/PRGM/09</i>
10	Center Monthly Report	<i>FRMT/PRGM/10</i>
11	IMC Format	<i>FRMT/PRGM/11</i>
12	PMC Format	<i>FRMT/PRGM/12</i>
13	Center Performance Report (CPR)	<i>FRMT/PRGM/13</i>
14	Teacher Evaluation	<i>FRMT/PRGM/14</i>
15	Volunteers Attendance Sheet	<i>FRMT/PRGM/15</i>
16	Syllabus Planning	<i>FRMT/PRGM/16</i>
17	Library Registration Form	<i>FRMT/PRGM/17</i>
18	Library Performance Report (LPR)	<i>FRMT/PRGM/18</i>

1. Survey Format (FRMT/PRGM/01)

SURVEY UPAY											
Name of the head		Child's Name	Gender	Age	Are you currently enrolled in school? If Yes, in which class?	If dropped out which class?	School name	Medium of learning in School: English/ Semi-english/ Other (Specify)	Are you satisfied with your children's studies?	Does your child go to tuition? If yes, how much do you spend on their fees?	Ambition of your child?
Mobile No:											
Age & Gender											
Caste											
Mother's Education											
Father's Education											
Mother's Occupation											
Father's occupation?											
No of Family Members		Family Monthly income					Languages known to family				
Ethnicity	Tribal	Non - Tribal					Do you know about UPAY NGO and it's initiatives?				

2. Feasibility Report (FRMT/PRGM/02)

 Feasibility Report for upcoming zone/New Centre expansion Date: 12.10.21		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Presence of Other NGOs/Trust/Association</td> <td style="width: 50%;"></td> </tr> <tr> <td>Key challenges /Social issues</td> <td> a. Drugs use b. Illiteracy c. School dropout children d. Antisocial activity e. Communal sensitive f. Politically sensitive g. Child labour/Beggars h. Malnutrition i. Women Safety issues j. Any other social stigma </td> </tr> <tr> <td>Area Remoteness:</td> <td> a. Nearest School i. Place ii. Distance b. Nearest 10 +2 college iii. Place iv. Distance c. Nearest market v. Place vi. Distance d. Nearest Primary Health care Hospital vii. Place viii. Distance e. Nearest Bus Stand ix. Place x. Distance f. Nearest railway Station i. Place </td> </tr> </table>		Presence of Other NGOs/Trust/Association		Key challenges /Social issues	a. Drugs use b. Illiteracy c. School dropout children d. Antisocial activity e. Communal sensitive f. Politically sensitive g. Child labour/Beggars h. Malnutrition i. Women Safety issues j. Any other social stigma	Area Remoteness:	a. Nearest School i. Place ii. Distance b. Nearest 10 +2 college iii. Place iv. Distance c. Nearest market v. Place vi. Distance d. Nearest Primary Health care Hospital vii. Place viii. Distance e. Nearest Bus Stand ix. Place x. Distance f. Nearest railway Station i. Place																						
Presence of Other NGOs/Trust/Association																															
Key challenges /Social issues	a. Drugs use b. Illiteracy c. School dropout children d. Antisocial activity e. Communal sensitive f. Politically sensitive g. Child labour/Beggars h. Malnutrition i. Women Safety issues j. Any other social stigma																														
Area Remoteness:	a. Nearest School i. Place ii. Distance b. Nearest 10 +2 college iii. Place iv. Distance c. Nearest market v. Place vi. Distance d. Nearest Primary Health care Hospital vii. Place viii. Distance e. Nearest Bus Stand ix. Place x. Distance f. Nearest railway Station i. Place																														
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Request Reference (Attach the reference mail/msg)</td> <td style="width: 50%;"> a. Name: b. Contact No: c. Email ID: d. Background: </td> </tr> <tr> <td>Location</td> <td> a. Place: b. District: c. State: </td> </tr> <tr> <td>Community (Mention the name of majority community)</td> <td> a. Village b. Tribals c. Slums d. Street/Footpaths </td> </tr> <tr> <td>Source of Earning /Profession</td> <td></td> </tr> <tr> <td>Language</td> <td> a. Local Language: b. Hindi: understand/ Speak/write e. English: understand/ Speak/write </td> </tr> <tr> <td>Mode of Transportation</td> <td>Local bus / Auto/Rickshaw/Metro/Local trains/No public transport</td> </tr> </table>	Request Reference (Attach the reference mail/msg)	a. Name: b. Contact No: c. Email ID: d. Background:	Location	a. Place: b. District: c. State:	Community (Mention the name of majority community)	a. Village b. Tribals c. Slums d. Street/Footpaths	Source of Earning /Profession		Language	a. Local Language: b. Hindi: understand/ Speak/write e. English: understand/ Speak/write	Mode of Transportation	Local bus / Auto/Rickshaw/Metro/Local trains/No public transport		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Presence of Other NGOs/Trust/Association</td> <td style="width: 50%;"></td> </tr> <tr> <td>Key challenges /Social issues</td> <td> a. Drugs use b. Illiteracy c. School dropout children d. Antisocial activity e. Communal sensitive f. Politically sensitive g. Child labour/Beggars h. Malnutrition i. Women Safety issues j. Any other social stigma </td> </tr> <tr> <td>Area Remoteness:</td> <td> a. Nearest School i. Place ii. Distance b. Nearest 10 +2 college iii. Place iv. Distance c. Nearest market v. Place vi. Distance d. Nearest Primary Health care Hospital vii. Place viii. Distance e. Nearest Bus Stand ix. Place x. Distance f. Nearest railway Station i. Place </td> </tr> <tr> <td>Education remoteness</td> <td> a. Position in Performance Grading Index (Education Ministry) b. Position in School Education Quality Index(NITI AYOGE) c. General Status: </td> </tr> <tr> <td>Local Support</td> <td> d. Friendly e. Hostile f. Neutral </td> </tr> <tr> <td>Administrative Support</td> <td> g. Friendly h. Hostile i. Neutral </td> </tr> <tr> <td>Operation Feasibility</td> <td> a. Public Space/School/Aganwadi Availability b. Power Supply Availability c. Availability of Volunteers a. Availability of Paid Staff b. Safety of female volunteers </td> </tr> <tr> <td>Financial Feasibility</td> <td> c. Funds Available d. CSR Support available e. Yet to be explored </td> </tr> </table>		Presence of Other NGOs/Trust/Association		Key challenges /Social issues	a. Drugs use b. Illiteracy c. School dropout children d. Antisocial activity e. Communal sensitive f. Politically sensitive g. Child labour/Beggars h. Malnutrition i. Women Safety issues j. Any other social stigma	Area Remoteness:	a. Nearest School i. Place ii. Distance b. Nearest 10 +2 college iii. Place iv. Distance c. Nearest market v. Place vi. Distance d. Nearest Primary Health care Hospital vii. Place viii. Distance e. Nearest Bus Stand ix. Place x. Distance f. Nearest railway Station i. Place	Education remoteness	a. Position in Performance Grading Index (Education Ministry) b. Position in School Education Quality Index(NITI AYOGE) c. General Status:	Local Support	d. Friendly e. Hostile f. Neutral	Administrative Support	g. Friendly h. Hostile i. Neutral	Operation Feasibility	a. Public Space/School/Aganwadi Availability b. Power Supply Availability c. Availability of Volunteers a. Availability of Paid Staff b. Safety of female volunteers	Financial Feasibility	c. Funds Available d. CSR Support available e. Yet to be explored
Request Reference (Attach the reference mail/msg)	a. Name: b. Contact No: c. Email ID: d. Background:																														
Location	a. Place: b. District: c. State:																														
Community (Mention the name of majority community)	a. Village b. Tribals c. Slums d. Street/Footpaths																														
Source of Earning /Profession																															
Language	a. Local Language: b. Hindi: understand/ Speak/write e. English: understand/ Speak/write																														
Mode of Transportation	Local bus / Auto/Rickshaw/Metro/Local trains/No public transport																														
Presence of Other NGOs/Trust/Association																															
Key challenges /Social issues	a. Drugs use b. Illiteracy c. School dropout children d. Antisocial activity e. Communal sensitive f. Politically sensitive g. Child labour/Beggars h. Malnutrition i. Women Safety issues j. Any other social stigma																														
Area Remoteness:	a. Nearest School i. Place ii. Distance b. Nearest 10 +2 college iii. Place iv. Distance c. Nearest market v. Place vi. Distance d. Nearest Primary Health care Hospital vii. Place viii. Distance e. Nearest Bus Stand ix. Place x. Distance f. Nearest railway Station i. Place																														
Education remoteness	a. Position in Performance Grading Index (Education Ministry) b. Position in School Education Quality Index(NITI AYOGE) c. General Status:																														
Local Support	d. Friendly e. Hostile f. Neutral																														
Administrative Support	g. Friendly h. Hostile i. Neutral																														
Operation Feasibility	a. Public Space/School/Aganwadi Availability b. Power Supply Availability c. Availability of Volunteers a. Availability of Paid Staff b. Safety of female volunteers																														
Financial Feasibility	c. Funds Available d. CSR Support available e. Yet to be explored																														
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Remarks of Standing committee (governing Body) of New Expansions headed by Chairman,</td> <td style="width: 50%;"></td> </tr> <tr> <td>Decision and Approval of Chairman</td> <td></td> </tr> <tr> <td>Nomination of Coordination Committees by Chairman (One governing Body Member, 2D of nearest Zone, Regional Coordinator, any nominated members)</td> <td></td> </tr> </table>		Remarks of Standing committee (governing Body) of New Expansions headed by Chairman,		Decision and Approval of Chairman		Nomination of Coordination Committees by Chairman (One governing Body Member, 2D of nearest Zone, Regional Coordinator, any nominated members)		<u>Submitted by Regional Coordinator/Zonal Coordinator</u> <u>Proposed by Standing Committee</u> <u>Approved by Chairman/Zonal Director</u> End of document																							
Remarks of Standing committee (governing Body) of New Expansions headed by Chairman,																															
Decision and Approval of Chairman																															
Nomination of Coordination Committees by Chairman (One governing Body Member, 2D of nearest Zone, Regional Coordinator, any nominated members)																															

3. Student Enrolment Form(FRMT/PRGM/03)

An initiative to bring a smile on poor & dejected faces



UPAY

Under Privileged Advancement by Youth

Registered under the Bombay Public Trusts Act, 1950 (Rg No: F-14212) &
Societies Registration Act, 1860(Rg No: MAHARASHTRA/268/2011/BHANDARA)
NITI AYOJ Registration ID : MH/2011/0046244

Academic year: 20__ - 20__

ADMISSION FORM

ZONE:

CENTER'S NAME:

- Students Name (छात्र का नाम):
- Application Type: New (N)/Renew(R)
- Gender (लिंग): Male/Female
- Date of Birth (जन्म तिथि):
- School Class (कक्षा):-
- UPAY Class.....
- Medium (माध्यम):
- Blood Group:

PHOTO

9. School's Name (पाठशाला):

10. Adhar No -

10. Other information about Child (छात्र कि अन्य जानकारी):-

Do you have Adhar card (क्या आपके पास आधार कार्ड है)?	Yes (हां) ☐	No (नहीं) ☐
Do you have Bank Account (क्या आपके पास बैंक खाता है)?	Yes (हां) ☐	No (नहीं) ☐
Do you have any insurance (क्या आपके पास कोई बिमा है)?	Yes (हां) ☐	No (नहीं) ☐
Any Vaccination (कोई लसीकरण)?	Yes (हां) ☐	No (नहीं) ☐

11. Total Family Members (परिवार के सदस्य):-

12. Family Details (परिवार कि जानकारी):

Relation (नाता)	Name (नाम)	Age (उम्र)	Education (शिक्षण)	Occupation (व्यवसाय)
Father (पिता)				
Mother (माता)				

13. Parents Contact no. (फोन नं):- 2

14. Address (पता):-

15. Hobby (रुचि):

Declaration (घोषणा): I declare that the above mention details about my child are true. I shall abide by the rules and regulation of UPAY. (मैं यह प्रमाणित करता/करती हूँ, कि मेरे पाल्य के बारे में दी गई उपरोक्त जानकारी सही है। मैंने उपाय के सभी नियम मान्य हैं, तथा अपने पुत्र/पुत्री को उपाय के नियमों/निर्देशों का पालन करने के लिए प्रेरित करूँगा/करूँगी।)

Date (दिनांक):

Place (स्थान):

Parent's Sign (अभिभावक के हस्ताक्षर)

FOR OFFICE USE ONLY (कार्यालय काम हेतु)

Reg. No.:

Admitted in Class:

Date:-

Seal

Zonal/Center Head Sign

उपाय सेंटर पर आने वाले विद्यार्थियों और अभिभावकों के लिए आवश्यक सूचना।

१. उपाय के केंद्र पर आने वाले सभी विद्यार्थियों को एडमिशन फॉर्म भर कर अपना नाम लिखवाना अनिवार्य हैं।
२. सेंटर पर नियमित रूप से समय पर आना अनिवार्य रहेगा।
३. वालेंटियर / शिक्षक द्वारा दी गई सूचनाओं का पालन करना हैं।
४. सभी विद्यार्थियों को अपना पहचान पत्र रोज लाना हैं।
५. उपाय केंद्र के समय के पश्चात / पहले विद्यार्थियों की सुरक्षा की जबाबदारी संस्था की नहीं रहेगी, इस बात की ओर अभिभावक विशेष ध्यान दें।

Date (दिनांक):

Place (स्थान):

Parent's Sign (अभिभावक के हस्ताक्षर)

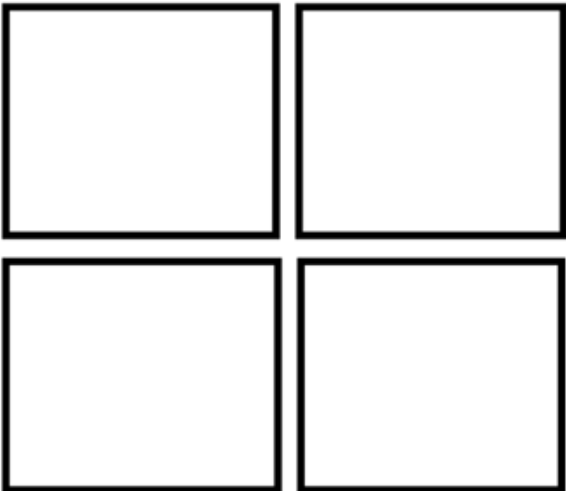


4. Student ID Card(FRMT/PRGM/04)

 उपाय कोशिश एक बेहतर कल की... Registered under the Mumbai Public Trusts Act, 1950 (Reg No - F-14212) & Societies Registration Act, 1960 (Reg No.MAHARASHTRA/266/2017/SKANDARA) STUDENT'S IDENTITY CARD	
	Name: _____
	Center: _____
	DOB: _____
	Class: _____
	Contact No: _____
UPAY ID: _____ Sign & Stamp: _____	

 UPAY Underprivileged's Advancement by Youth
छात्रों के लिए निर्देश • छात्र को यह कार्ड हर समय साथ रखना होगा। • आई-कार्ड केवल एक शैक्षणिक वर्ष के लिए वैध है। • यदि यह आई-कार्ड खो जाता है, तो कार्ड धारक को केंद्र प्रमुख को लिखित रूप में केंद्र को तुरंत सूचित करना चाहिए। • अगर किसी को यह आई-कार्ड मिल जाता है, तो कृपया दिए गए फोन नंबर या उपाय केंद्र पर इस कार्ड के धारक से संपर्क करें।

5. Volunteers ID Card (FRMT/PRGM/05)

UPAY Underprivileged's Advancement by Youth Registered under the Mumbai Public Trusts Act, 1950 (Reg No : F-14212) & Societies Registration Act, 1860 (Reg No:MAHARASHTRA/268/2011/BHANDARA) Website: www.upay.org.in Phone: +91 9403964879 NAME _____ UPAY ID _____ PHONE NUMBER _____ BLOOD GROUP _____	This ID Card is valid for the period of 3 months from the date of issue until reissued within the period of validity.*  *Will be considered invalid without the stamp by Zonal Director If Found, please return it to: UPAY GADARWARA ZONAL OFFICE, Plot no. 118, near Water Tank, Raipur Gadarwara- 487441
--	---

6. Activity Calendar (FRMT/PRGM/06)

UPAY Mauda Activity Calendar						
January 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8 Volunteers Meeting (9:30 AM)	9	10	11	12	13	14
15	16	17	18 LMC Meeting (11:30 AM)	19	20	21
22	23	24	25	26 Bal Sabha (6:00 PM)	27	28 CST (6:00 PM)
29	30	31 Parents Meeting (6:30 PM)				

© www.upay.org.in

Abbreviations: SN- Sanitary napkin coordinators meeting, CT- Centralized

7. Center Timetable (FRMT/PRGM/07)

ISAPUR CENTER VOLUNTEER'S TIME TABLE				
SR.NO	NAME OF VOLUNTEER'S	CLASS	SUBJECT	TOTAL DAYS
1	KOMAL GORALE	1st	MATH ,MARATHI, HINDI, ENGLISH, SCIENCE	7
2	PUJA MASKE	2nd	MATH ,MARATHI, HINDI, ENGLISH, SCIENCE	7
3	DIKSHA MADANAR	3rd	MATH ,MARATHI, HINDI, ENGLISH SCIENCE	7
4	SHUBHAM THAKARE	4th , 7th, 9th	MATH ,MARATHI, HINDI, ENGLISH, SCIENCE	7
5	SHIVAM GIRAD	6th	MATH ,MARATHI, HINDI, ENGLISH, SCIENCE	7
6	DURGESH BHURE	5th, 8th EX179	MATH ,MARATHI, HINDI,ENGLISH, SCIENCE	7

ISAPUR CENTER TEACHING TIME TABLE											
S.N.	NAME OF VOLUNTEER'S	CLASS	SUBJECT	DAYS							TOTAL DAYS
				MON	TUE	WED	THU	FRI	SAT	SUN	
1	KOMAL GORALE	1st	MATH , MARATHI, HINDI, ENGLISH, SCIENCE	TEACHING	TEACHING	TEACHING	READING/ G.K	TEACHING	REVISION TEST	SPORTS/ OTHER ACTIVITY	7
2	PUJA MASKE	2nd	MATH , MARATHI, HINDI, ENGLISH, SCIENCE	TEACHING	TEACHING	TEACHING	READING/ G.K	TEACHING	REVISION TEST	SPORTS/ OTHER ACTIVITY	7
3	DIKSHA MADANAR	3rd	MATH , MARATHI, HINDI, ENGLISH SCIENCE	TEACHING	TEACHING	TEACHING	READING/ G.K	TEACHING	REVISION TEST	SPORTS/ OTHER ACTIVITY	7
4	SHUBHAM THAKARE	4th , 7th, 9th	MATH , MARATHI, HINDI, ENGLISH, SCIENCE	TEACHING	TEACHING	TEACHING	OFF	TEACHING	REVISION TEST	SPORTS/ OTHER ACTIVITY	6
5	SHIVAM GIRAD	6th	MATH , MARATHI, HINDI, ENGLISH, SCIENCE	TEACHING	TEACHING	TEACHING	READING/ G.K	TEACHING	REVISION TEST	SPORTS/ OTHER ACTIVITY	7
6	DURGESH BHURE	5th, 8th	MATH , MARATHI, HINDI, ENGLISH, SCIENCE	TEACHING	TEACHING	TEACHING	READING/ G.K	TEACHING	REVISION TEST	SPORTS/ OTHER ACTIVITY	7

8. Daily Center Report (FRMT/PRGM/08)

DAILY CENTRE REPORT								
DATE:			DAY: MON TUE WED THU FRI SAT SUN			TOTAL NUMBER STUDENTS PRESENT:		
THOUGHT OF THE DAY:								
DAILY CHECKLIST								
[Put Y for Yes, N for No for the points mentioned below]								
Centre started on time:		Students wore I-Cards:		Volunteers wore I-Cards:		Footwears placed properly:		Prayer Conducted:
Explained the Thought:		Physical Activity:		Student's Attendance taken:		Closing prayer conducted:		Centre closed on Time:
CLASS DETAILS								
SN	Volunteer/Teacher's Name	In-time	Out-time	Class Taught	No of students	Subject	Class Activity	Homework
1								
2								
3								
4								
5								
6								
7								
8								
ANY OTHER EXTRA ACTIVITIES:								
VISITORS INFORMATION ALONG WITH CONTACT DETAILS:								
ANY SUGGESTION/IDEA FOR FURTHER BETTERMENT OR CHALLENGES FACED:								

9. Student Performance Report (SPR) (FRMT/PRGM/09)

SN	UPAY ID	Name	Class	July'25		Attendance	% attendance	Marks on the scale of 10				Total
				Total Classes held				Hindi	English	Math	Science	
1	25/CB/017	Devansh Kumar	UKG	24		12	50%	0	0	0	0	0
2	25/CB/005	Priya Mehra	1	24		12	50%	0	0	0	0	0
3	25/CB/014	Urmila Rathour	1	24		12	50%	0	0	0	0	0
4	25/CB/019	Nikhil Jatav	1	24		12	50%	0	0	0	0	0
5	25/CB/020	Shivansh Jatav	1	24		12	50%	0	0	0	0	0
6	25/CB/006	Chetan Rathour	2	24		12	50%	0	0	0	0	0
7	25/CB/025	Ishika Sahu	2	24		12	50%	0	0	0	0	0
8	25/CB/004	Lokesh Mehra	1	24		12	50%	0	0	0	0	0
9	25/CB/011	Riyanshy Kumari	1	24		12	50%	0	0	0	0	0
10	25/CB/016	Mahak Vishvkarma	1	24		12	50%	0	0	0	0	0
11	24/CB/096	Devanshi Mehra	2	24		3	13%	0	0	0	0	0
12	24/CB/097	Aryan Jatav	2	24		0	0%	0	0	0	0	0
13	24/CB/098	Ayush Jatav	2	24		0	0%	0	0	0	0	0
14	24/CB/099	Naman Dhanak	2	24		0	0%	0	0	0	0	0
15	24/CB/100	Sumit Choudhry	2	24		0	0%	0	0	0	0	0
16	24/CB/101	Shashank Choudhry	2	24		0	0%	0	0	0	0	0
17	25/CB/001	Rishi raj Mehra	2	24		12	50%	0	0	0	0	0
18	25/CB/008	Palak Rathour	2	24		12	50%	0	0	0	0	0

10. Center Monthly Report (FRMT/PRGM/10)

CENTRE MONTHLY PROGRESS REPORT OF THE MONTH:

Name of the Centre:		Centre head:		No. of working days:		
Total students enrolled:		No. of Volunteers:		No. of Visitors:		
Average Student's attendance:		Total Monthly expenditure:		Imprest with bills submitted:		
VOLUNTEER'S DETAILS				MONTHLY ACTIVITIES		
Volunteer's Name		Attendance	No of Home visits	Activity	Proposed date	Actual date
				Bal Sabha		
				Monthly test		
				Parents meet		
				Volunteer meet		
				Sports		
				Art		
				Centre cleaning		
				Seva Day		
Zonal team member	No. of Visit	Visitor/Donor		Contact	Purpose	
Date of CMC visit:		Date of SMC visit:				
REQUIREMENTS:						
PROBLEMS FACED/ FEEDBACK:						
SUGGESTION RECEIVED THROUGHOUT MONTH:						

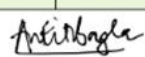
11. IMC Format (FRMT/PRGM/11)

INFRASTRUCTURE MONITORING COMMITTEE (IMC) REPORT														
Zone :		Center:		Center Head :		Head:								
Evaluation month:		Evaluation date & Time:												
S. NO	CHECK POINTS	Parameters	Description	R&T	Footpath/shala	Library	SDC	DBC	Scores (Please tick the scores)				REMARKS	
									Poor / Highly unsatisfactory (0)	Average / Unsatisfactory (4)	Good / Satisfactory (8)	Excellent / Highly Satisfactory (10)		
1	Infrastructure	Cleanliness & Lighting	Neat, clean, well-lit inside & outside	✓	✓	✓	✓	✓						
		Furniture & Fixtures	Tables, chairs, mats, fans, dustbin	✓	×	✓	✓	✓						
		Writing Tools	Boards, dusters, chalks, Notice Board	✓	✓	×	×	✓						
		Display Board	Timetable, activity calendar visible	✓	×	×	✓	✓						
		Charts & Aids	Educational posters, learning aids	✓	×	✓	✓	✓						
		Books	Syllabus books and textbooks available	✓	✓	✓	✓	✓						
		Sports Equipment	Availability and usability of sports items	✓	✓	×	×	✓						
		Branding	UPAY banner/board, center name visible	✓	✓	✓	×	✓						
		Toilets & Water	Usability and hygiene of toilets	✓	×	✓	✓	✓						
		Playground/Space	Safe and open space for	✓	×	×	×	✓						
				Sub total		110	50	70	70	##				
2	Identity & Safety	ID Cards	Volunteers & students wearing I Cards	✓	✓	✓	✓	✓						
		Emergency Tools	First aid kit, suggestion box present	✓	✓	✓	✓	✓						
		Volunteer Awareness	Basic safety, emergency awareness	✓	✓	✓	✓	✓						
		Sub total		30	30	30	30	30						
3	Zone Specific Point													
		Sub Total												
		Grand Total (1 + 2 + 3)												
Marks Obtained		0												
Current status of previous IMC findings and Improvements														
IMC Member (Name and Sign) :		IMC Head (Name and Sign) :												

12. PMC Format (FRMT/PRGM/12)

PERFORMANCE MONITORING (PMC) REPORT													
Zone :		Center:		Center Head :		Head:							
Evaluation month:		Evaluation date & Time:											
S. NO	CHECK POINTS	Parameters	Description	R&T	Footpath shala	Library	SDC	DBC	Scores (Please tick the scores)				REMARKS
									Poor / Highly unsatisfactory	Average / Unsatisfactory	Good / Satisfactory	Excellent / Highly Satisfactory	
1	Record keeping	Attendance	Students & volunteers – up to date	✓	✓	×	×	✓					
		Center Diary	Daily activities recorded properly	✓	✓	✓	✓	✓					
		Stock Register	Maintained for imprest/supplies	✓	×	×	✓	✓					
		Communication Material	Brochures, thank-you cards	✓	✓	×	✓	✓					
		Health Records	Vaccination / health cards	×	✓	×	×	✓					
		Students Performance Report	Maintained-up to date	✓	✓	×	✓	✓					
Sub total				50	50	10	40	60					
2	Academic Quality and Assurance	Teacher Availability & Skill	Qualified, present, effective	✓	✓	×	✓	✓					
		Syllabus Implementation	Is syllabus being followed?	✓	✓	×	✓	✓					
		Bal Sabha	As per SOPs, participation	✓	✓	×	✓	✓					
		Notes Making	Book Checking	✓	✓	×	×	✓					
		Sparidha	Quarterly students participation	✓	×	×	×	×					
		Sports Day	Regular activities, inclusivity	✓	✓	×	×	✓					
		Student Learning	Observed learning outcomes	✓	✓	×	✓	✓					
		Planning	Meeting with ZC program at center for syllabus	✓	✓	×	×	×					
Sub total				80	70	0	40	60					
3	Discipline & Safety	Prayer & Timeliness	As per UPAY protocol	✓	✓	×	✓	✓					
		Notebooks	UPAY notebooks used	✓	✓	×	×	✓					
		Suggestion Box	Present & checked	✓	✓	×	✓	✓					
Sub Total				30	30	0	20	30					
4	Zone Specific Points												
Sub Total													
Grand Total (1 + 2 + 3 + 4)													
Marks Obtained		0											
Current status of previous PMC findings and Improvement													
Present IMC findings/issues for further development													
PMC Member (Name and Sign) :		PMC Head (Name and Sign) :											

13. Center Performance Report(FRMT/PRGM/13)

 CENTER PERFORMANCE REPORT(CPR)									
Name of Center	Gurudev Chowk	Zone	Mouda				Evaluation period		July- Sep 2022
Name of Center Head	Darshana Fandi	No of Students	40				Mentors	4	Students:
			Girls	26	Boys	14			Mentors
No of Meals Distributed	NA	No of Sanitary Napkins Distributed	35				Health Check-up	No	
Criteria	Excellent		Average				Needs Improvement		
Assessment (SMC)	1. Availability of print out of syllabus at center 2. Status of note book of students 3. Status of syllabus books 4. Availability of proper boards. 5. Time Table at notice board. 6. Quality of test papers making and copy checking 7. Proper functioning of the center 8. Quality of bal sabha 9. Quality of sports Day		1. Records of student performance reports 2. Status of syllabus implementation 3. Learning levels of students 4. Availability of teachers and their performance (skills, qualification, understanding of syllabus, creativity)						
Infrastructure (CMC)	1. Checking of sealed suggestion box 2. Table, chairs, mats, Black/white board 3. Students and volunteers with proper ID cards		1. Cleanliness (at the center & outside the center) , painting 2. Lighting / cabling , fan 3. Status of Notice board 4. Status of almirah, Status of sports items , study materials 5. Healthy environment of learning (neat and clean place)						
Record Keeping (CMC)	1. Status of Student attendance register 2. Status of volunteers attendance sheet 3. Status of center diary		1. Status of imprest/stock register						
Safety (CMC)	1. Condition of toilet, distance, lighting		1. Awareness about safety among volunteers 2. First aid box 3. Lighting at the center, premises						
FINAL REMARKS	1. Center is performing well in many parameters. 2. Center needs to improve on following : (a) High Students to Mentors Ratio. (b) Student Performance Record. (c) Ligtning at center.						Final score	CMC (out of 100)	SMC (Out of 100)
								72	85
							Director (PMG) Sign		

14. Teacher's Assessment (FRMT/PRGM/14)

Monthly Evaluation Parameters					Responsibility of evaluation		Reporting officer
S.no	Description	Marks	Unit for Evaluation	Target	Achieved	Marks	Target Remarks
Attendance							
1	Attendance of self	10	%	26	25	9.62	As per submitted document to Zone
2	Attendance of student	5	%	100		0.00	As per submitted document to Zone
	Sub Total	15				9.62	
Reports							
3	Daily center report(filling center diaries) & sending it to the concerend	10	%	100	96	9.60	As per submitted document to Zone(No of Daily reports/no of center operation days)
4	Monthly center report	10	No.	1		0.00	As per submitted document to Zone
5	Student Assessment report	10	%	100		0.00	As per submitted document to Zone
6	Home Visit	5	No.	5		0.00	As per submitted document to Zone
	Sub Total	35				9.60	
Commitment to Work							
7	Syllabus completion	10	%	100		0.00	As per assigned syllabus for that month.(As per Syllabus Monitoring Committee Report)
8	Monthly test	5	No.	1		0.00	As per Monthly center report
9	PTM conduction	5	No.	1		0.00	As per Monthly center report
10	Bal Sabha conduction	5	No.	1		0.00	As per Monthly center report
	Sub Total	25				0.00	
Quality Deliverance							
11	Domain Knowledge	5	%	100		0.00	To be evaluated by Reporting officer(Excellent=100%, Good= 80%, Average=60%,Bellow average= 40%)
12	Improvement in students	5	%	100		0.00	To be evaluated by Reporting officer(Excellent=100, Good= 80%, Average=60,Bellow average= 40)
	Sub Total	10				0.00	
Behaviour Traits							
13	Communication & Patience	5	%	100		0.00	To be evaluated by Reporting officer(Excellent=100%, Good= 80%, Average=60%,Bellow average= 40%)
14	Innovative	5	%	100		0.00	To be evaluated by Reporting officer(Excellent=100%, Good= 80%, Average=60%,Bellow average= 40%)
15	Behaviour with fellow teachers & students	5	%	100		0.00	To be evaluated by Reporting officer(Excellent=100%, Good= 80%, Average=60%,Bellow average= 40%)
	Sub Total	15				0.00	
	Grand Total	100				19.22	
Final Assessment Grade							
Guidelines							
1	The duration of the class should not be less than that decided by the zonal team.						
2	Leaves should not be more then 12 in an year. Prior approval required for exceedence against limit.						
3	Improvement of students is subject to improvement in marks obtained in the monthly test and class discipline.						

15. Volunteers Attendance (FRMT/PRGM/15)

Teacher's Attendance																																	
Center –																	Month -																
Sr no	Name of Teacher	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total

16. UPAY Syllabus Planning(FRMT/PRGM/16)

CLASS	Subject	Topic	Planned Month	Current planned topic	November									
					Isapur	Kumbhar	Nanadevi	Rahadi	Wadoda	Mathani	KMC	NNC	GC	
					0%	0%	55%	68%	69%	52%	40%	41%	62%	
1	Language	छोटे शब्द लिखना (small words)	November	Planned			Not Comp	Complete	Partially c	Complete	Completed		Not Comp	
	English	Action words, simple words speaking reading and writing.	November	Planned			Complete	Complete	Complete	Complete	Completed		Complete	
		Singular & plural	December	Planned			Not Comp	Complete	Complete	Complete	Completed		Not Comp	
		Opposite words	December	Planned			Not Comp	Complete	Complete	Complete	Completed		Complete	
	Maths	Subtraction (single digit)	November	Planned			Complete	Complete	Complete	Complete	Completed		Not Comp	
		Coins and Currency notes	November	Planned			Not Comp	Not Comp	Not Comp	Not Comp	Not Complete		Not Comp	
		Introduction and writing of 21 to 50	November	Planned			Not Comp	Not Comp	Not Comp	Not Comp	Not Complete		Not Comp	
		Introduction and writing of 51 to 99	December											
		Introducing 100	December											
		Addition upto 20	December											
		Addition by Counting forward	December											

17. Library Registration Form (FRMT/PRGM/17)



UPAY
Under Privileged Advancement by Youth
Registered under the Mumbai Public Trusts Act, 1950 (Reg No: F14212) &
Societies Registration Act, 1860 (Reg No: MAHARASHTRA/268/2011/BHANDARA)
NITI AYOJ Registration ID: MH/2011/0046244



Library Registration Form

Date: _____

Personal Profile

Name of Student : _____

Contact No : _____ Email ID : _____

Date of Birth : _____ Aadhar Number: _____

Qualification : _____

College Name : _____

Address : _____

Membership Type : UPAY Volunteer ☐ Students ☐ UPAY Ex Volunteer ☐ External ☐

Library Rules and Regulations

- Library card is compulsory for getting access to the library.
- No reader shall take a book or journal or any other material out of the library without issuing or librarian permission.
- The issued book to be submitted or renewed within 15 days.
- Late submission of books will draw a penalty as per the library rules 2 Rs per day.
- Snacks and food are strictly prohibited inside the library.
- Group discussion is strictly prohibited inside the library.
- Mobile and Laptop can be used without disturbing others.
- Monthly Library fees will be Rs. 100.

Punishment On Violation Of rules

☐ 1 st Degree punishment	Ban for 7 days
☐ 2 nd Degree punishment	Ban for 1 month
☐ 3 rd Degree punishment	Ban for life time

I hereby pledge to abide by all rules and regulations of UPAY library.

Parents Signature _____ Student Signature _____

For Office Use Only

Student Membership ID: _____

Authority Sign & Stamp _____

UPAY Library, Above Kapil Pharmacy, Sneha Nagar, Near Bus Stand, Mouda 441104 Maharashtra.
Contact: +91-7410557728/ +91-9518590120 | info@upay.org.in | <http://www.upay.org.in>

UPAY Library, Above Kapil Pharmacy, Sneha Nagar, Near Bus Stand, Mouda 441104 Maharashtra.
Contact: +91-7410557728/ +91-9518590120 | info@upay.org.in | <http://www.upay.org.in>

18. Library Performance Report (FRMT/PRGM/18)



UPAY



LIBRARY PERFORMANCE REPORT BY LMC(LIBRARY MONITORING COMMITTEE)

REVIEW DATE :

HEADS	S NO	CHECK POINTS	POOR(0)	AVERAGE(5)	EXCELLENT(10)
RESOURCES	1	PROPER TAGGING OF BOOKS			
	2	CONDITION OF COMPUTERS			
	3	INTERNET CONNECTION			
	4	CONDITION OF LIGHTING			
	5	CONDITION OF FAN/COOLERS			
	6	CONDITION OF TABLES/CHAIRS/SOFA			
		TOTAL(i)			
CLEANLINESS	1	POSITION OF BOOKS SHELVES, PROPER DUSTING OF BOOKS			
	2	CLEANLINESS OF FLOOR , WALL ,CURTAINS AND ROOF			
	3	PROPER KEEPING OF OFFICE AREA			
	4	PROPER KEEPING OF ALMIRAH			
	5	PROPER KEEPING OF SHOE RACK , BAG RACK			
		TOTAL(ii)			
SAFETY	1	PROPER FUNCTIONING PF CCTV CAMERAS, POSITIONING,			
	2	ANY TIME BREAKS IN RECORDINGS OF CCTV CAMERAS			
	3	CONDITION OF SUGGESTION BOX			
		TOTAL(iii)			
DOCUMENTATION	1	STATUS OF VISITOR'S BOOK			
	2	STATUS OF BOOKS REQUIREMENT REGISTER			
	3	STATUS OF MEMBERSHIP REGISTER			
	4	STATUS OF COMPUTERIZED RECORDS			
		TOTAL(iv)			
		GRAND TOTAL(i+ii+iii+iv)			
SUGGESTIONS/REMARKS					



UPAY



(LMC MEMBER)

(LMC COORDINATOR)

(ZONAL DIRECTOR)

ROLES AND RESPONSIBILITIES OF LIBRARY MONITORING COMMITTEE (LMC)

AVAILABILITY OF RESOURCES:

- AVAILABILITY OF BOOKS/MAGAZINES
- AVAILABILITY OF COMPUTERS WITH INTERNET FACILITIES
- AVAILABILITY OF CCTV CAMERA
- AVAILABILITY OF PROPER SEATING ARRANGEMENT
- AVAILABILITY OF PROPER LIGHTING
- AVAILABILITY OF FANS/COOLERS, PROPER VENTILATION,
- AVAILABILITY OF BOOK RACKS, SHOE RACK, BAG RACK ETC.
- AVAILABILITY OF EMERGENCY EQUIPMENTS-FIRE EXTINGUISHERS.

MANAGEMENT OF RESOURCES:

- DIGITALIZATION OF BOOK RECORDS, PROPER TAGGING OF BOOKS, PROPER ARRANGEMENT IN RACKS
- DEVELOPING A SYSTEM FOR ISSUING BOOKS FOR HOME: CHARGES/FINES ETC
- MAKING AN HEALTHY ATMOSPHERE FOR READING IN LIBRARY
- ISSUING LIBRARY CARDS

POWERS OF LMC

- LMC IS THE SOLE AUTHORITY TO ADMIT A NEW MEMBER IN LIBRARY , WHO ARE THE VOLUNTEERS OF UPAY.
- LMC HAS THE FULL AUTHORITY TO ADMIT THE NEW MEMBERS TO THE LIBRARY , WHO ARE NOT THE VOLUNTEERS OF UPAY.
- LMC HAS THE FULL AUTHORITY TO TAKE ANY ACTION (FROM CHARGING FINES TO CANCELLATION OF MEMBERSHIP FOR LIFETIME) IN CASE OF INDISCIPLINE DONE BY THE MEMBER OF LIBRARY.
- LIBRARY IN CHARGE SHOULD REPORT THE LMC MEMBERS ON REGULAR BASIS. LMC CAN ASK LIBRARY IN CHARGE TO SEND REPORTS ON REGULAR BASIS
- LMC CAN ORGANISE THE DIFFERENT SESSIONS FOR THE CAREER GUIDANCE AND MOTIVATION OF MEMBERS OF LIBRARY