

# NNSWA

## Service Delivery Standard Guideline - 2024



## NNSWA

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# NNSWA Service Delivery Standard Guideline 2024

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## 1. Acronyms

ALC:	Adult Literacy Class
AIDS:	Acquired Immune Deficiency Syndrome
CSO:	Civil Society Organization
CBO:	Community Based Organization
CMT:	Core Management Team
CBCDC:	Community based childhood development center
CCA:	Climate Change and Adaptation
DRRM:	Disaster Risk Reduction and Management
EB:	Executive Board
EC:	Executive Committee
ECD:	Early Childhood Development
FHI360:	Family Health International 360
GO:	Governmental Organization
GESI:	Gender Equality and Social Inclusion
GEDSI:	Gender Equality Disability and Inclusion
GBV:	Gender Based Violence
GEDSI:	Gender Equality Disability Social Inclusion
HIV:	Human Immune deficiency Virus
INGO:	International Non-Governmental Organization
KAP:	Knowledge, Attitude and Practice
KP:	Key Population
KAP:	Knowledge, Attitude, Practices
LGITBQ:	Lesbian, Gay, Bisexual, Transgender and Queer
NNSWA:	Nepal National Social Welfare Association
NGO:	Non-Governmental Organization
NFE:	Non-Formal Education
OSCC:	Out of school children class
OCA:	Organization Capacity Assessment
PLHIVs:	People Living with HIV
PWD:	People with disability
P&O:	Prosthetics & Orthotics
PT:	Physiotherapist
RMS:	Rehab Management System
SMT:	Senior Management Team
SDSMT:	Service Delivery Standard Monitoring Team
TG:	Trans Gender
UNCRPD:	United Nations Convention on the Rights of Person with Disabilities
VMGO:	Vision, Mission, Goal, Objective
WASH:	Water and Sanitation, Health

## 2. Glossary

<b>3D Community:</b>	Dalits, Disable and Deprived ( <i>Freed-Kamaiya, Displaced people, women, children, PLHIVs and People affected with Leprosy</i> )
<b>Equitable Society:</b>	Society where no race, no caste discrimination, distribution on the equitable manner, due respect each other, rights as an equitable manner
<b>Dalit:</b>	Caste based Discriminated Community (in Practices); categorized section by government policy.
<b>Disability:</b>	People with Disability, unable to do their daily work without help by others.
<b>Deprived:</b>	A community of Freed-Kamaiya, Displaced people, women, children, PLHIVs and People affected with Leprosy (NNSWA categorized as target community)
<b>Nonprofit Making:</b>	A Civil Society Organization, who do not business for income of organization.
<b>Non-Religious:</b>	No organizational views on religious matters
<b>Apolitical:</b>	No political identity of the organization
<b>Humanitarian Response:</b>	Organization work for humanitarian response in any climatic disaster and CCA or manmade disaster
<b>Reflect Centre:</b>	Community Empowerment Classes

### **3. Forwards:**

NNSWA a nonprofit making, non-religious, apolitical, and humanitarian response based Civil Society Organization working in Sudur Paschim and Karnali Province since 1990 AD. Driving by a vision of NNSWA, ‘Strive towards an Equitable Society’ and mission ‘NNSWA is committed to empower and ensure the social rights of discriminated community by caste, disable and deprived (3D) people)’ give a strong motivation and inspiration to implement the quality services to the targeted beneficiaries to all people associated with NNSWA.

NNSWA has been implementing community integrated development projects/program such as Education, Health (HIV & AIDS, Nutrition, Disability, Leprosy and Health/Hygiene), Livelihoods, Agro-Ecological Farming, DRRM/CCA, Humanitarian Response, Inclusion and Development, Governance, GESI, and Advocacy with the partnering of many INGOs, Donors, Government and Private Sectors.

To provide the quality and accepted services implementing in community level through the NNSWA have professional and skilled human resources who are always respect to the working SOPs, protocols, policies, guidelines, and procedures as required for every actions. NNSWA spent about three and half decades to serve many services and project activities to the targeted communities with planned manner.

We believed that all services, activities should be delivered to the beneficiaries or community without any compromising of quality and standard. The services should be based on services delivery standard guideline either organizational or universal.

Here we developed an Organizational Service Delivery Standard Guideline 2024 to maintain our quality standard of projects and program services and activities implementing through service unit or through the community mobilization approach, which may protect our working standard.

We believe that all team of NNSWA (Executive Board, Senior Manage Team, Front line Staff and Mangers, Administrative and Financial Persons) should be flow the guidance describing in the Organizational Service Delivery Standard Guideline 2024 with respectfully.

Thank you to all consultative persons, team of NNSWA for their guidance and hard work to complete this Organizational Service Delivery Standard Guideline 2024 within the time. We expressed our special thanks to the FHI360 team for conceptualization of Service Delivery Standard and its value to the organization, so that we were able to develop this guideline to prove the standard of our services.

With Regards,

Ashok Bikram Jairu  
Executive Director & Founder President

#### 4. Preamble:

The targeted communities are the valued rights holders of NNSWA services which has been providing by the organization from 1990 collaborating with the International NGOs basically and other donors and government of Nepal. We believe that every individual and community must receive dignified, quality, and standard services from the services providers and their requirements.

NNSWA as a Civil Society Organization implementing various development and rights-based intervention to uplift the livelihood condition and rights as an equitable approach. As observing vast discrimination among the marginalized community and socially excluded community, people with disability, children, women and other many are facing unfair justices, extreme inequality in resources distribution, widening gaps between rich and poor communities are such bullet points that give to NNSWA rationale for its social intervention and humanitarian response.

This NNSWA Service Delivery Standard Guideline 2024 will be a pathway for all service providing points (thematic area) and human resources who provide the services through that points will be guided by this guideline with high value of the service receivers from NNSWA. The are the Meaning of words which will clearly understand users and beneficiaries on the prospective of the NNSWA Service Delivery Standard Guideline 2024.

- NNSWA:** An organization who is known as service provider to their target community, beneficiaries and rightsholders.
- Service:** NNSWA is a non-profit making organization and almost all types of the intervention and activities are provided to the rightsholders, community, target communities or clints are known as development services and reducing the vulnerability or improving the better situation from the worst.
- Delivery:** Services that are provided through projects, programme, and any other planned way to the rightsholders, beneficiaries, targeted community through different quality and dignified innovative way from NNSWA service points will be known as delivery. Any intervention, activities and goods or development material that provide to the rightsholders, beneficiaries, targeted community will come under the delivery word.
- Standard:** Users defined and accepted quality dignified and no harm to the climate, environment and universally accepted brand, international and national satisfied process and approaches, relevance, affordable, humanity and no harm category of services are known as standard.

Finally, NNSWA's human resources, policy governing body and financial and technical supporting partners will be owned this NNSWA Service Delivery Standard Guideline 2024 with good intention and betterment of the services that proved standard services to all rightsholders, beneficiaries, targeted communities with high respect.

## **5. Organizational Background/Introduction of Guideline:**

Nepal National Social Welfare Association (NNSWA) established itself in 1990. In 1994, NNSWA registered with the District Administration Office Kanchanpur and affiliated to Social Welfare Council Kathmandu. NNSWA has grown over the years, implementing various community based integrated development programs in Sudur Paschim and Karnali Provinces being one of the leading development organizations of Nepal.

The Executive Committee is the legally constituted body responsible for providing strategic and policy direction to the organization. A professional staff are providing leading to NNSWA has its own office building having sufficient rooms and training hall at Bheemdatt Municipality-18 in Kanchanpur district. As of record till March 2024, there are 184 skilled staff who are mobilizing for the implementation of different projects as organizational human resources.

### **a) Vision of Organization:**

NNSWA strives towards an equitable society.

### **b) Mission of Organization:**

NNSWA is committed to empower and ensure the social rights of the **3D** people (*Deprived, Dalit, and Disable*).

### **c) Goal of Organization:**

Target People 3D (Discriminated Community by caste, Disable& Deprived) will be Educated, healthy, wealthy, and empowered in all aspects to utilize human rights.

### **d) Objectives of Organization:**

- To enhance the standard of education and provide educational opportunities to the Deprived, Dalit, and disabled group in the community.
- To provide health services including Nutrition, Reproductive Health, and Physical Rehabilitation Services to those in target area
- To advocate rights for women and children
- To improve access to human rights
- To create leaders from the 3D group through skill development and trainings
- To create opportunities for livelihood options, friendly environment, climate change and adaptation, DRRM, Humanitarian Response, poverty alleviation, and advocacy for human rights and inequality.

### **e) Targeted Group of Organization:**

- Dalits (Discriminated Community by Caste)
- Disables
- Deprived (*Freed-Kamaiya, Displaced people, women, children, PLHIVs and People affected with Leprosy*)

### **f) Working Strategies of Organization:**

- Partnership-with the Government, donors, INGOs, local NGOs and CBOs
- Participatory Integrated Rural Development
- Gendered programming
- Rights based programming and Networking, Alliance, and Coalition Building

**g) Principle of Organization:**

“An Organization Working Together for an Equitable Society”.

To see an equitable society NNSWA perceive to joint hand together all funding partners, policy makers, media, advocators, and community target groups shod be working together model to achieve the vision of NNSWA which is core principle of the organization.

**h) Values of Organization:**

Follows the organizational vision, mission, goal, and objectives following are the values of NNSWA. Every person belonging or employee should obey the following 7 values.

1. Respect for the target groups.
2. Non-Discrimination
3. Non-party political
4. Non-Religious
5. Open and Committed for Quality Services
6. Stand with Inclusiveness
7. Saving Life, Fight for Extreme Inequality, and Humanitarian Response

**i) NNSWA Executive Board:**

The General Members constitute the General Assembly of NNSWA, and 11 members of this General Assembly constitute an Executive Committee. Executive Members are elected by the General assembly for a term of 5 years. The Executive Committee has 6 Office Bearers (President, Vice-president, General Secretary, Secretary, Treasurer and Vice-treasurer) and 5 Executive Members. The Executive Committee is the legally constituted body responsible for providing strategic and policy direction to the organization.

**j) Core Management Team:**

Core Management Team (CMT) is the very power full committee where President and Secretary General from Executive Board and Executive Director from the Employees are the members. This committee has the power to make decisions on any aspect of the situation. The president is the coordinator for this committee. The Secretary General and Executive Director are members. Mostly this committee will be active during an emergency; any problems need to be solved. The committee has power to provide final decision on programmatic and any grievances, any case from the sub committees (e.g., Safeguarding/Child Safety, Sexual Harassment, Grievance etc.). However, the CMT may take suggestions from the SMT before any final decision.

**k) Senior Management Team (SMT):**

The Senior Management Committee (SMT) provides operational leadership. The Management Committee also serves as a bridge between the Executive Committee and NNSWA's programs. The NNSWA program operational is managed by the SMT under the planned programs. The human resource management for projects and coordination to the employee are the major activities of SMT of NNSWA. Senior topmost staff will be involved in the SMT. Executive director will be the coordinator for the SMT. Executive Director will nominate the members among the programs/projects and representative of executive board. The executive committee of NNSWA will be indorsed the SMT and committee will be effective.

### **l) Branch Offices:**

NNSWA will manage the district chapters or project offices as required of the projects or organizational activities. The district chapter and district project offices of NNSWA will also apply this Service Delivery Standard Guideline 2024 as central office mended. The district office will allow developing their local guideline to fulfill their local context, but the local guideline should not contradict or supersede the NNSWA's central Service Delivery Standard Guideline.

### **m) Introduction of Organizational Service Delivery Standard Guideline 2024:**

The Organizational Service Delivery Standard Guideline 2024 is an asset of the organization that will protect the organizational quality of services, production and activities which is providing to the beneficiaries, clients, communities, and other service seekers.

NNSWA is a multi-sectoral service providing organization and having multi sector funding and technical supporting partners. To easy understanding this guideline is separating into two parts like first part is for organizational background, rationale, methodology and purpose of the guideline which will describe as first part and the second part of the guideline will describe the thematic areas, core services areas and cross cutting issues as table format and a details of thematic areas with described template.

### **6. Rationale of the Service Delivery Standard Guideline 2024:**

The beneficiaries and rightsholders' rights to know the services standard which provided by the any of service provider. Most of the services and activities provided by the NNSWA are personally related to the beneficiaries' personal privacy, community ethical issues, and under the international and national protocols. Similarly, the service delivering agency/organization should have their own standard guidelines about their services and activities to ensure the quality of the services, products and relevant activities which are used by the needy people our communities.

To provide quality production, services, activities to the targeted communities of the NNSWA's thematic areas and core services, this Service Delivery Standard Guideline gives the rationale to development and uses perfectly in every aspect of the services.

### **7. Methodology of Service Delivery Standard Guideline 2024 Development:**

To conceptualization of the Service Delivery Standard Guideline as a civil society organization a three-days orientation workshop was conducted by the FHI360 at Kathmandu and all partner organizations of the FHI360 were participation for the clarity of the concept and process of guideline development.

Afterwards a one-day orientation and sharing meeting was conducted in NNSWA where thematic working groups were formulation to develop the thematic actions with the given template which was shared during FHI360 three days in Kathmandu. NNSWA team develop a frame for the NNSWA Service Delivery Standard Guideline 2024 as organizational requirements.

The thematic working groups work on the given template and report back to the main group for finalization of the Service Delivery Standard Guideline 2024. Finally, the guideline was shared to the NNSWA Executive board for their approval and endorsement.

## 8. Purpose of the Service Delivery Standard:

The Service Delivery Guideline 2024 is developed under the purpose of,

1. To make beneficiaries satisfied on organization's services, products, and activities
2. To make transparent on every service of the organization
3. To improve the trust of organizational services, products, and activities
4. To make honest and professional of staff of organizational
5. To break the situation of dilemma among the service provider within the organization
6. Support to make decision fast for services implement the activities.
7. To maintain excellent relation among the fund provider to NNSWA

## 9. Organizational Service Deliver Standard Thematic Areas/Core Services/Cross Cutting:

Sr.#	Thematic Areas	Core Services	Cross Cutting Issues
1	Education	<ol style="list-style-type: none"> <li>1. In-Schools (Formal)</li> <li>2. Out of School (Informal)</li> <li>1. System Strengthening</li> </ol>	<ul style="list-style-type: none"> <li>• Quality Education for All</li> </ul>
2	Health	<ol style="list-style-type: none"> <li>1. HIV &amp; AIDS</li> <li>2. Leprosy</li> <li>3. Nutrition</li> <li>4. Water &amp; Sanitation/Hygiene (WASH)</li> <li>5. TB/Malaria</li> <li>6. Epidemic/Pandemic</li> </ol>	
3	Physical Rehabilitation Services to PwDs	Physical Rehabilitation Services for the PwD is a component which provides clinic base and outreach base services. Both Physiotherapy and P&O Services are included within the Core Services	Rights of Dignity, survival, and participation as UNCRPD convention is concerned with these services
4	Livelihoods	<ol style="list-style-type: none"> <li>1. Income Generation</li> <li>2. Group/Cooperative Finance (Micro Finance)</li> <li>3. Green Enterprises</li> <li>4. Agro Base Farming (Smart Farming Technologies)</li> </ol>	No Hunger Campaign
5	DRRM/CCA	<ol style="list-style-type: none"> <li>1. Readiness/Preventive</li> <li>2. Relief /Response</li> <li>3. Recovery/Rehabilitation</li> </ol>	
6	Organizational Development (OD and Capacity Building)	<ol style="list-style-type: none"> <li>1. Internal Organizational Development</li> <li>2. Support CSOs/CBOs</li> <li>3. Support Local Government (Policy Development, Updated, Review)</li> </ol>	<ul style="list-style-type: none"> <li>• Good Governance</li> </ul>
7	Advocacy	<ol style="list-style-type: none"> <li>1. Rights Based <ul style="list-style-type: none"> <li>• Women Empowerment</li> <li>• Anti-Discrimination (Dalit), Disability, Senior Citizen, Displaced People/Communities, Children/Child, GBV, Good Governance</li> </ul> </li> <li>2. Right to Food, Right to Information, Right to Reproductive Health</li> <li>3. Anti-Child Labor, Early Marriage</li> <li>4. Resilient Community</li> </ol>	<ul style="list-style-type: none"> <li>• Networking, Alliances</li> </ul>
8	Research & Study	<ol style="list-style-type: none"> <li>1. <b>Organizational Level</b> <ul style="list-style-type: none"> <li>• Project Evaluation (Base Line and Endline, KAP)</li> </ul> </li> </ol>	<ul style="list-style-type: none"> <li>• Evidence Based Research</li> </ul>

		<ul style="list-style-type: none"> <li>Fellowship (Tai up with Far western University)</li> <li>Provide Internship space and Study on Different Thematic Areas</li> </ul> <p><b>2. External</b></p> <ul style="list-style-type: none"> <li>Joint Action with existing funding partner</li> </ul>	<ul style="list-style-type: none"> <li>Issue Based Research/Study/ Assessment</li> </ul>
9	<b>Crosscutting Approaches</b>	<p><b>1. GEDSI (Gender Equality Disability Social Inclusion)</b></p> <ul style="list-style-type: none"> <li>All Intersectionality, Women, Children, Dalit, Disability, LGITBQ, TG, PLHVs and People wafted with Leprosy are treated as all Services.</li> <li>Child protection, safeguarding and safety to all will be taken as crosscutting approaches</li> </ul>	Mainstreaming in NNSWA's services
10	<b>Coordination &amp; Collaboration</b>	<p><b>1. Coordination and Collaboration (C&amp;C)</b></p> <ul style="list-style-type: none"> <li>Mostly interventions will be coordinated and collaborated among the Government of Nepal (All level of Government)</li> <li>Co-actions among the groups, cooperatives, networking, clubs, private sectors, youth groups and CSOs and CBOs whose aligned with NNSWA's VMGO and values.</li> <li>The C&amp;C will be based on financial, expertise, brand, technical, issue-based advocacy, and others which support value added to NNSWA.</li> </ul>	Will be long term as project base or Issue based for the social transformation
11	<b>Financial Management</b>	<p><b>Services under Financial Transaction.</b></p> <ul style="list-style-type: none"> <li>Financial Planning</li> <li>Accounting Procedures</li> <li>Recording and Reporting</li> <li>Handling Banking and Related</li> <li>Documentation and Reporting</li> <li>Internal Controlling</li> <li>Internal &amp; External Auding</li> <li>Internal Coordination among the other projects their AFOs</li> <li>Cost Sharing practices</li> </ul>	All financial transaction and financial Management With project and organizational legal accountability

Above table shows the NNSWA thematic areas and core services. Cross-cutting issues will be positioning with all themes and core services will associate in every action where required or come as value or principle of the organization. The theme and core services will be described in thematic template in serial no. 11.00 with full quality benchmark and services standard values. The service provider in the organization in any position will be responsible for applying all these described actions will be obligated as service delivery standard guideline of the organization.

To ensure the use of organizational service delivery standard guideline 2024 a monitoring team will be formed called **Service Delivery Standard Monitoring Team (SDSMT)** and every 6 months with periodic plan the actions will be monitored with full documentation. But the SDS MT will be free to monitor their own plan of action or can do the way of surprise monitoring methods.

The Composition of the SDSMT will be as the following combination.

- Bord Member-1
- SMT Member-2
- (Team may call for join for the Special Task for the SDSMT)

The SDSMT (Service Delivery Standard Monitoring Team) will develop their monitoring plan with the consultation of OD/HR Section of NNSWA or another relevant team.

The SDSMT will monitor the services where NNSWA's services delivery point or project with plan and systematic approach. The Team will develop a Monitoring Matrix and all monitoring events will report to the NNSWA SMT and Executive Board.

### 10.1 General Monitoring Plan:

Sr.#	Description	Process/Methods	Frequency	Responsible	Remarks
1	Develop Monitoring Plan	Meetings within SDSMT		OD/HR Manager and SDSMT	Can Ask for Support to SMT
2	Orient to SMT on Monitoring Plan with Checklist	In-Person/Virtual	2 Time a Year	OD/HR Manager and SDSMT	SMT can Support
3	SDS Quality Check Visits	Visits/Oversights	At least one project in yearly basis	SDSMT	In-Coordination with SMT
4	Visit Report Development	Write Up the Report	Every Visits	SDSMT	
5	Sharing Meeting of Visit Findings	Meetings	2 time a Year	SDSMT	All Senior Staffs
6	Sharing of Reports	By Email/Hardcopy	After Every Visits	SDSMT	
7	Analysis of Findings	Analysis	Once a Year	SDSMT	In-Coordination with SMT

## 10. Details of Thematic Areas:

### 1. Name of Theme: Education

#### 1.1 Background of Education Theme:

Literacy rate and quality standard of education in Sudur Paschim province is quite low, comparing to the other provinces of Nepal. To enhance the quality education and increase the literacy rate of far western Nepal, Education theme is one of the important themes of NNSWA. NNSWA has providing education services since 1992 as scholarship program and started NFE and formal education program to the community people.

## 1.2 Importance of Thematic:

To enhance the quality education of school going children and out of school children and to change the behavior on health, nutrition, agriculture, financial literacy, adult literacy, human rights, and advocacy.

**NNSWA is focused on formal, non-formal and informal education interventions.**

## 1.3 Service Areas of Theme:

<b>Formal Education</b>	<b>Non-formal and informal education</b>
<ul style="list-style-type: none"><li>• School Building Construction Support</li><li>• Teacher Training</li></ul>	<ul style="list-style-type: none"><li>• Out of school children class (OSCC)</li><li>• NFE\ ELA/ Reflect, ALC Class</li><li>• ECD Center</li><li>• CBCDC (Community based child development center)</li><li>• Mobile ECED center</li><li>• Home based ECD center.</li><li>• Reading Camp</li></ul>

## 1.4 Target Groups/Community/Rights holders/Beneficiaries etc.:

In these theme ECD children, school going children, out of school children, adults and women are the main beneficiaries. As NNSWA is focused on 3D community as its main target group, in this theme also children and adults and women from the marginalized community are the target group. Other NGOs working on education theme, local government, District education coordination units, Education department of Nepal, Sudur Paschim Province government are its stakeholders.

## 1.5 Defined the Level of Satisfaction:

- Out-of-school children will complete the course and join school in grade 3 to 5.
- ECD graduate children perform better than non-ECD graduate children in grade one.
- Pass rate will be increased in basic education level.
- The dropout rate will be decreased in basic education level.
- Pass rate will be increased in secondary education level.
- Dropout rate will be decreased in secondary education level.
- Selected student will pass the higher education level in good percentage.
- Selected student will pass the technical education and secure job opportunities.
- Interview with students and parents for satisfaction.

## 1.6 Satisfaction Measurement Tools:

- Interview questionnaire for children and parents will be developed.
- Government defined questionnaires will be applied as satisfaction measurement tools for different education levels.

## 1.7 Coordination, Link/Collaboration/Feedback:

- Close coordination, linkage and collaboration will be done with local government, DECU, School and other NGOs.
- Using of Tole Free Number during providing the services, Training, and other related activities

**1.8 Human Resources Ability/Efficiency and academic level:**

Sr.#	Designation	Academic Qualification	Years of Experience	Remarks
1	Project Manger	Masters	3 Years	Preference to master's and Bachler in education
2	Project Coordinator	Masters	5 Years	
3	Education Officers	Bachler	3 Years	
4	Education Supervisor	Bachler	3 Years	
5	Facilitators	10+2	2 Years	Preference to I ed
6	Non-Formal Education Facilitators	SEE	1 year	Having similar Experience
<b>Note:</b> The academic level of the required Human Resources will be defined in NNSWA HR policy and guideline.				

**1.9 Documentation, Reporting and Monitoring Mechanism:**

- Name list of children, facilitator, interview findings, unit test results and final exam results will be documented and report to school, DECU, donor and local government.
- Regular monitoring will be done by project coordinator and SMT, board member, local government representatives and DECU representative will monitor three times during the duration period of event and keep the record.
- Case study.
- Best Practices
- Recorded in NNSWA Knowledge Management System

**1.10 Theme: Education (Service Delivery Standard Template):**

S N	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality		
<b>1</b>	<b>Education</b>										
<b>1.1</b>		<b>School Based Education</b> 1. School Building Construction Support	School Going Children and School Management Committee	NNSWA and Partners	School Assessment, SSA or Receive demand for the Construction and exploring fund	Building Designing, Formation Building Construction Committee, Agreement and Coordination with LG	As per Agreement (At least 1 FY)	As per Building Size and Requirement	Technical assurance by the Engineering Consultancy	NNSWA, SMC, LG	
		2. Teacher Training	School Teachers	NNSWA, Partners and SMC	Training Need Assessment (TNA)	Developing Training Content as per Education Guideline of Education Government	As per Training Content and Guideline	As per Training Guideline	Pre-Testing, Post Testing and Follow up documentation.	NNSWA, SMC, LG	
<b>1.2</b>		<b>*Out School Based Education</b> 1. Out of school children class (OSCC)	Out of school children aged 10 to 18	NNSWA/ DECU/Local government/ donor	. Site selection . Mass meeting . Participants selection . Facilitator selection and training . Logistic support . Class conduction . Exam conduction . Coordination with nearby school and LG education unit.	Alain with government out of school children class procedure.	9 months	According to the OSCC Guideline	Every child should pass the exam achieving the score more than 60%	NNSWA/ Local government Education coordinator of organization.	
<b>2</b>		2. NFE\ ELA\ Reflect, ALC Class	16 to 60 aged adults	NNSWA/ DECU/Local government /donor	Same as Above	Alain with government adult literacy class procedure.	6 months	According to the Particular Service Guideline	Every adult can read and write	NNSWA/ LG, Education Unit	

S N	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks	
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality			
3		1. ECD Center 2. CBCDC (Community based child development center)  3. Mobile ECED center 4. Home based ECD center.	4 to 5 aged children  Aged 5 children. 3 Years Children	NNSWA/ DECU/Local government/ donor	. Coordination with LG, school, SMC . Mass meeting . Facilitator selection . 16 Days FT Basic training . Logistic and educational material support . Class conduction . Refresher training . Prewriting workbook support . Monitoring . Transition activities.  10 Days Facilitator Basic and 3 days Refresher Training	Alain with government ECD class procedure.	Regular  One Year  One Year	Alain with government ECD class procedure.	Achieving the higher score than non ECD graduate children in grade one.	NNSWA/ Local government Education coordinator of organization.		
4		Reading Camp	Up to grade 1 to 3 School Reading children	NNSWA/ local gov./ donor	- Coordination with LG /school to establish reading camps in needy areas - Facilitator selection through relevant schools - 3-day Basic and Refresher training	Aligned with Unlock Literacy model	90-minute session of every week	NRP, 80000 /- for 1 year.	- print-rich environment - should be not more than 30 students - Using operation guidelines	Field Education Officer / Local government / RCFs		
5		Many other and following services or activities will be executed as per community demand and availability of fund.										
		1. Reading for children 2. Reading buddy 3. Each one teaches one. 4. Safe space				21. Reading / Literacy Fair 22. Teacher trainings 23. Support schools with supplementary reading materials to create print rich environment.						

S N	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality		
		<ul style="list-style-type: none"> <li>5. Parenting Education</li> <li>6. International children development program</li> <li>7. Child to child class</li> <li>8. Children in crisis (Sanjeevani Class)</li> <li>9. Life skill education</li> <li>10. Basic education, EGRP</li> <li>11. Secondary education, SSA/SIP</li> <li>12. Higher secondary education (Support)</li> <li>13. Technical education</li> <li>14. Coaching classes support</li> <li>15. Scholarship Support</li> <li>16. BLOP, Advance adult literacy, Business literacy</li> <li>17. Teacher training (ATLM, Child friendly, whole school approach, print rich environment, learning without fare, grade teaching method etc.)</li> <li>18. School building and WASH support.</li> <li>19. Inclusive education</li> <li>20. Remedial class</li> </ul>				<ul style="list-style-type: none"> <li>24. Carry out health screening and early screening of children (Washington, SLD, DTL, LDDI)</li> <li>25. Train parents on inclusive &amp; positive parenting (RAW Session/Caregivers session)</li> <li>26. Establish inclusive WASH facilities in schools.</li> <li>27. Support to develop &amp; implement the school improvement plan (SIP and SAP), school safety plan, and WASH mgt. plan.</li> <li>28. Support schools to carry out scenario-based accessible simulation/ drills.</li> <li>29. Source, translate and simplify key issues and entitlements form policy documents and translate them into language.</li> <li>30. Support government to develop and/or implement inclusive &amp; quality education policies &amp; plans (support to develop local curriculum, test book and guideline</li> </ul>					

## **2. Name of Theme: Health (HIV and AIDS, TB, PWIDs, Leprosy and Nutrition):**

### **2.1 Background of Health Theme:**

Health is one of the fundamental rights of people and the most important aspect of human wellbeing. “Health is defined as the state of complete physical, mental, social and spiritual wellbeing”. Based on this concept, NNSWA is being engaged for the promotion of health and people’s wellbeing by variety of programs in partnership with different agencies and along with local stakeholders. From the establishment of the organization, health was one of the core components, as it started working in sector of HIV/AIDS at community level as a pioneer organization. In health theme, it incorporates sub areas such as HIV/AIDS, Nutrition, WASH, Leprosy, Maternal and Child Health, Malaria, TB, Physical Rehabilitation, Epidemic and Pandemic, Mental Health, Neglected Tropical Diseases (NTDs), and many more.

### **2.2 Importance of Thematic:**

Health services play a crucial role in promoting and maintaining the health and well-being of individuals, families, and communities and it plays a fundamental role in promoting and maintaining the health and well-being of individuals, families, and communities.

- To contribute to meet national goal.
- To support community for their easy access to defined health services
- To support the wellbeing of 3D community.

### **2.3 Service Areas of Theme:**

Health services cover a broad range of areas aimed at promoting, maintaining, and restore health, it includes.

- Primary care (Promotion, Prevention and Treatment)
- Rehabilitation
- Care and Support
- Health promotion and disease prevention
- Community & public health services

Each area plays a crucial role in maintaining and improving the health and well-being of individuals and communities.

### **2.4 Target Groups/Community/Rights holders/Beneficiaries:**

Target groups in the context of health services refer to specific populations or demographic groups that are the focus of health interventions, programs, or policies and it includes:

- 3D Community (Dalit, Diable & Deprived Community)
- Key Populations [Female Sex Worker (FSW), PWID, Migrants & Their Spouse, PLHIVs, MSM, TGs]
- Leprosy Affected people and patient.
- People with Disability (PwD)
- Golden 1000 days mothers & children and women
- Children/adolescent groups
- People affected during pandemic.
- General population: women, geriatric people

## **2.5 Defined the Level of Satisfaction:**

The level of satisfaction can be influenced by various factors, including expectations, previous experiences, and the perceived quality of the product or service. The Level of satisfaction refers to the degree of contentment or fulfillment someone experiences with service or experiences.

- Continuation of service
- Increasing trend in number of clients
- Beneficiaries' response and analyses

## **2.6 Satisfaction Measurement Tools:**

There are several tools and methods commonly used to measure satisfaction levels. Choosing the right measurement tool depends on the context, goals and resource available to an organization.

- Feedback forms i.e. Link feedback tool.
- Suggestion box
- Social audit
- Case studies/ Success stories
- Annual progress reports
- Media voice
- Quality assurance checklist
- Toll free
- Email, websites!
- Organizational focal point for complaints and feedback.

## **2.7 Coordination, Link/Collaboration:**

Coordination and collaboration are essential elements of teamwork and achieving common goals. Coordination refers to the organization of different activities to ensure they work together efficiently, while collaboration involves individuals or groups working together to achieve a shared objective.

- Provincial Health directorate and Provincial Public health Laboratory
- ART sites (Seti, Mahakali, Malakheti, Dodhara and Tikapur)
- Health office at all levels
- Local government
- Public private health facilities.
- Rehabilitation and community care center

## **2.8 Human Resources Ability/Efficiency and academic level:**

In this context, Human resources include all individuals engaged in actions. Ability refers to the skills, knowledge, and competencies that an individual possesses, which are relevant to their job performance. Efficiency relates to how an individual uses resources to achieve desired outcomes. Academic level refers to the level of education an individual has attained.

## 2.9 Human Resources Template:

SN	Ability	Efficiency	Academic level
<b>1</b>	<b>HIV and AIDS Related Human Resources</b>		
1.1	Community Led testing	Trained on CLT, use of test kit (trained Lay worker)	Primary level
1.2	Self-testing	Trained on Self testing, use of kit (Trained Lay worker)	Primary level
1.3	Lab Investigations	Employee relations and performances, Trainings, regulatory compliances, record keeping, equipment handlings	Lab Technician / Intermediate degree in laboratory
1.4	STI diagnosis and treatment	Employee relations and performances, Trainings, regulatory compliances, record keeping, case management	Health Assistant and Nursing
1.5	Mental health	Employee relations and performances, Trainings, regulatory compliances, record keeping, case management	Psychosocial counselor
6	Nutrition	Employee relations and performances, Trainings, regulatory compliances, record keeping, Nutrition Related	MPH, BHP and Dietary as Required
7	Leprosy	Trained on Leprosy, Skin, and other Detection Skill	BPH, HA, CMA and other Health Related
8	Water and Sanitation, Health, and Hygiene	Trained and Skilled	BPH, HA, CMA and other Health Related

## 2.10 Documentation, Reporting and Monitoring Mechanism:

Effective documentation, reporting and monitoring mechanisms are essential for project success. They help ensure transparency, accountability, and alignment with organizational goals. These are contributing to efficient project management and decision making.

Documentation-. Documentation provides a reference point for team members and stakeholders, ensuring everyone is on the same page project documentation include project charters, scope statements, meeting minutes, and status reports.

Reporting- It involves communicating project status, progress, and outcomes to stakeholders. Reports can vary in frequency and detail depending on the needs of the project and stakeholders. They provide a snapshot of project performance and help identify any issues or risks that need to be addressed.

Monitoring mechanisms- It is used to track progress against the project plan and objectives. They involve regular review of key performance indicators (KPIs) and milestones to ensure the project is on track.

It includes: -

- Program wise monthly reports, event reports, quarterly reports, annual reports, monitoring visit checklists and reports, and other specific program records & reports.
- Case stories, project wise data, Video and photo voices, indicator tracking.
- HMIS, ONHIS, Mero-data, DHIS-2 Tracker

Program wise monitoring- and project wise M&E plan, program team, Joint monitoring visits, DPAC, social audit and PPAC monitoring visits, Review meeting, etc.

**2.11 Health Theme: (Service Delivery Standard Template): (HIV and AIDS, TB, PWIDs, Leprosy and Nutrition)**

SN	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	Time	Cost	Quality		
1	HIV and AIDS	BCC Reach	Key populations and service seeker from community	Frontline worker and Lab Personnel	Identify hotspot or risk area from EPOA, networks and outreach. Provide Information, education and counseling (IEC) Demonstration-condom. Dildo, IEC materials, risk identification,	NHSP 2021-2026, Program implementation guideline/ project-based JD	1:00-1:30	Free	Use of Checklist, QR, feedback tool standard service package by skilled HR	PC, PO, Case manager M&E, FS and organizational FP	BCC packages may vary as per the nature of the project.
		HIV Testing (CLT) and Counseling	Key populations and service seeker from community	In-reach worker and Lab Personnel	To share the information regarding HIV and its importance of testing; conduct HIV testing and provide accurate result.	National HIV testing and Treatment guidelines (IRRTR Program approach)	30 Min.	free	Beneficiaries' response,	Case Manager, Lab personnel	
		STI Diagnosis & Treatment	Key population	Lab Assistant and HA	Symptomatic Screening, lab test and Treatment	National guideline on management of Sexually Transmitted Infections	30 Min.	Free	Result	Case manger	
		PrEP/PEP	Key population and PP	Field staff, Case manger	Need assessment, Screening, counseling, PrEP initiation	PrEP Consolidate Guideline	2 hrs	free	Result	Case manger	
		Detoxification Referral	PWIDs	Field staff (IRWs)	Counseling to target group as well as family members), Referral to rehabilitation centers	Rehab Referral Guideline	1hr to 1 months	15000 per month (based on rehab. Centers)	Numbers of recovered from Rehab.	IRWs & PC	
		Referral and Linkage	PLHIV, STI	Field staff, Lab Asst., HA	Accompany referral for Confirmation and ART initiation, Linkage to Community Care & Support, CHSB, STI diagnosis and treatment to health facilities	As per need	NA	As per availability of cost and need basis			

		Needle syringe exchange	People who inject drugs (PWID)	IRW/ DIC	Identify hotspot or injecting clients through PE and old clients. Provide Behavior change communication (BCC) Needle and syringe distribution and collection, condom & IEC materials distribution, risk identification,	Needle and syringe exchange Program. Implementation Guideline for PWID	As per need	Free	Number of clients enrolled and received NSE services.	PO/MIS/IRW	
	TB	Screening and referral	Migrants & their family, Risk community, PLHIVs	Field staff, lab Assistant	Screening through questionnaires, Referral of presumptive cases and ensure treatment of positive cases	TB Guideline	10-15 mins	Free	Number of presumptive referral and treatment initiation by positive cases	Field staff, HWs, Program Head	
2	Malaria	Screening and Referral	General Community	Lab Assistant and HA	Screening through RDT kits and slide smear preparation of positive and referral for test in Hospitals	Malaria treatment guideline	15-30 mins	Free	Number of positive referred and treatment started	Program Head	
3	Nutrition	Awareness	Children, Mothers, PLHIVs, PwD, TB positives	Field staff, Health Workers	Screening, education, counseling	SUN Guideline, Multi Sector Nutrition Plan, Nutrition strategy policy	15 mins to 1 Hr	Free			
4	WASH	Awareness	Children, Mothers, PLHIVs, PwD, TB positives	Field staff, Health Workers	Screening, education, counseling	Sanitation and hygiene master plan 2068, National water, sanitation and Hygiene policy 20280	15 mins to 1 Hr	Free			
5	Leprosy	Awareness									
		Screening, education and counseling	Community peripheral (around 300m) to leprosy affected people	Program Lead, Field staff	Coordination with Province Health Directorate, Health Office, Health Section of Palika for campaign in respective target groups	National Leprosy program implementation Guideline,	1-3 days		Trend of service seeker	Program Head	

		PEP services	Community peripheral (around 300m) to leprosy affected people	Field staff with support of Local HWs & FCHVs	Physical examination and referral of suspected case	Leprosy PEP Operating guideline	5-10 mins per individual	Free	Number of case identified and number of people screened	Field staff and program Head	
		Referral and linkage	Leprosy affected people	Field staff	Orientation for self-care, provide hygiene kits, support for establishment of POID centers	National Leprosy program implementation Guideline	Based on requirement		Recovery of clients	Program Head	
		Self-Care Services	Leprosy affected people	Field staffs and HWs	Orientation for self-care, provide hygiene kits, support for establishment of POID centers	National Leprosy program implementation Guideline	Based on case repetition	Free	Recovery of clients	Program Head	
6	Epidemic/ Pandemic	Awareness	Affected community	Field staff, Media	Education, BCC	Guided by Government (All Level Government) and NNSWA Emergency response policy, National guideline					
		Response/Mitigation	Affected community	Focal person	Distribution of essential items/package, coordination with local agencies for response	Guided by NNSWA Emergency response policy, National guideline					
7	Mental health	Screening & counseling	Need basis	Outreach worker and Case manager	Screening, Counseling & referral	Guided by Government Mental Health policy 2017					
8	Nutrition	Screening & counseling/ Assessment at Field Level	As Planned	Project Based Staff	Coordinating with Local Health Facilities, Nutrition Rehab Centers and Physiotherapy Centers	Guided by Nepal Government Nutrition Policy and Strategy					
9	Many other and following services or activities will be executed as per community demand and availability of fund.										
		<ol style="list-style-type: none"> <li>1. Health and Hygiene</li> <li>2. Water and Sanitation</li> <li>3. Health Treatment camps</li> </ol>				According to the Project align with Government local planning					

### **3. Name of Theme: Physical Rehabilitation Services to PwDs**

#### **3.1 Background Theme:**

In Sudur Paschim Province, Nepal, many people face challenges because of disabilities. A recent census found that 2% of Nepal's population has disabilities, and in Sudurpaschim, there are 28,445 people with physical disabilities. NNSWA Physical Rehabilitation Service Center was established in 2006 with an objective to provide & enhance the quality Physical Rehabilitation services. This center works closely with the government at different levels to ensure the Physical Rehabilitation Services for PwDs.

#### **3.2 Importance of Thematic:**

To increase Access of Physical Rehabilitation Services for People with Disability in Sudurpaschim Province of Nepal with sustainable approaches services, NNSWA Physical Rehabilitation Service Center has been working in close coordination among the federal, provincial, and local governments. Located in Bheemdatt Municipality's 18th ward in Kanchanpur district since 2006, the center is dedicated to improving the lives of people with disabilities. It offers various services to help them live independently and with dignity. From Physiotherapy sessions to assistive devices production and delivery through center and outreach mobile camps. The center's work is vital in Sudurpaschim Province, where accessibility and support for people with disabilities are essential. By providing these services, the center is breaking down barriers and creating a more inclusive society.

#### **3.3 Service Areas of Theme:**

Physiotherapy Service, Prosthesis production & delivery, Orthosis production & delivery, Wheelchair delivery, Developmental Aids delivery, Mobility Aids delivery, Tele-rehabilitation service.

#### **3.4 Target Groups/Community/Rights holders/Beneficiaries etc.:**

Persons with Disabilities and their caretakers, federal, provincial and municipal level governments benefit as direct or indirect. Providing Physical rehabilitation services to all people in need of rehabilitation services in Sudurpaschim Province.

#### **3.5 Defined the Level of Satisfaction:**

The service users who will receive the service from NNSWA PRC will have above 80 % level satisfaction.

#### **3.6 Satisfaction Measurement Tools:**

NNSWA PRC will use/ follow the following tools & guideline to know the level of satisfaction for the service users.

- Client satisfaction survey
- Functional Outcome Measure
- Device check out forms.
- Goal setting
- Appropriate technology guideline
- Rehab management system.
- Feedback & Complaint Mechanism (Toll Free Number, Complain Box)

### 3.7 Coordination, Link/Collaboration:

NNSWA PRC will provide services in coordination & collaboration with local, province, central government, & OPDs, SHG, private sector, and other concerned NGOs, INGOs.

### 3.8 Human Resources Ability/Efficiency and academic level:

NNSWA Physical Rehabilitation Center have competent and trained technical staff with expertise in Physical Rehabilitation Service Delivery

Sr.#	Designation	Academic Qualification	Years of Experience	Level	Remarks
1	Center Manger	Masters	10 Years		Preference to master's in health/Sociology
2	P&O Cat-I	BPO	3 Years		BPO-I and Registered in Council
3	P&O Cat-II	P&O Diploma	3 Years		P&O Diploma and Registered in Council
4	Physiotherapist	MPT	3 Years		MPT
5	Physiotherapist	BPT	5 Years		BPT
6	RTA	Graduation	3 Years		RTA Training at least one year Education
7	M&E	Graduation	3 Years		Working Experience in M&E/Meal
8	Outreach/Public Relation Officer	Graduation	3 years		similar Experience
9	Bench Worker	10+2	3 years		similar Experience
	Bench Worker	SEE	5 Years		similar Experience
<b>Note:</b> The academic level of the required Human Resources will be defined in NNSWA HR policy and guideline.					

### 3.9 Documentation, Reporting and Monitoring Mechanism:

Comprehensive documentation of activities, narrative reports, event reports, case story, beneficiaries database, indicators tracking & Field Monitoring. Regular reporting to stakeholders and donors to ensure transparency and accountability.

### 3.10 Physical Rehabilitation Services to PwDs (Service Delivery Standard Template):

SN	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality		
1	Health	Physiotherapy	PwDs & other needy people	Physiotherapist/ Ast. physiotherapist	Physiotherapy Assessment, Diagnosis, FOM, Goal defines, Treatment Planning, Treatment, FOM, Discharge, Follow up/Tele-Rehab	PRC operating guideline	30 to 90 minutes	Follow the PAPL	Goal Set FOM CSS	PT and Team	
2		Prosthesis	PwDs & other needy people	Prosthetist & Orthotist	P&O Assessment Measurement Goal define. Casting Modification Device fabrication Device trial, Gait training. Device final finishing Quality checks out Delivery	PRC service delivery guideline Appropriate technology guideline	3 to 9 days	Follow the PAPL	Goal Device check out Forms APT CSS	P&O and Team	
3		Orthosis	PwDs & other needy people	Prosthetist & Orthotist	P&O Assessment Measurement Goal define. Casting Modification Device fabrication Device trial Gait training. Device final finishing Quality check out Delivery	PRC Service delivery guideline Appropriate technology guideline	3 to 7 Days	Follow the PAPL	Goal Device check out Forms APT CSS	P&O and Team	
4		Wheelchair	SCI, Old Age, Any neurological condition, B/L amputee clients	Wheelchair technologist	Appointment, Assessment, Measurement, Wheelchairs assemble, wheelchair fitting, Wheelchair Training, Wheelchair Delivery	PRC service delivery guideline WHO wheelchair service delivery guideline	With in 3 days	Follow the PAPL	Goal Device check out Forms APT CSS	PT/P&O and team	

5		Developmental Aids	Developmental delay children below 10 year of age	PT/P&O	Physiotherapy Assessment, Diagnosis FOM Goal define. Treatment Planning, Developmental aids measurement, fabrication, and fitting FOM Discharge Follow up/Tele-Rehab	PRC Service delivery guideline	3 to 5 days	Follow the PAPL	Goal Device check out Forms APT CSS	PT/P&O and team	
6		Mobility aids	PwDs & other needy people	PT/P&O	P&O Assessment Measurement Goal defines Aids modification/ fitting Aids trial Gait training Aids Check out Delivery	PRC Service delivery guideline	1 to 2 days	Follow the PAPL	Goal Device check out Forms APT CSS	PT/P&O and Team	
7		Tele-rehabilitation	PwDs & other needy people	PT, P&O	Physiotherapy follow up session Devices follow up (Minor repair/maintenance) Instruction/guidance to guardians FOM Goal defines Treatment Planning, Treatment FOM Discharge	PRC SOP Tele-rehab SOP	15 to 45 minutes	As per PAPL	FOM GOAL CSS	PT and P&O team	

#### **4. Name of Theme: Livelihood**

##### **4.1 Background of Livelihood Theme:**

NNSWA has been implementing livelihood intervention since its establishment. Individual person or group approaches are the means of support financially or equipment. NNSWA formed groups are now associated with cooperatives and are saving their incomes as well as improving their livelihood status.

To fight extreme hunger is the one-off saving lives of the humanitarian response which is NNSWA's values as well. In Nepal there are 20.27% of the population who are under poverty line and are suffering from the hunger. There are many causes becoming the poverty such as landless, single women, childhood, person with disability, no skill, national economic crisis, pandemics, disasters, and other reasons come under the poverty and hunger. Therefore, NNSWA has been implementing livelihood activities to the marginalized communities through single person/family or group approaches for making community resilient by DRRM/CCA, economic and other aspects. Formed groups and networking them in cooperative models are the approaches of the organization for livelihood options. Green enterprises, entrepreneur development, market link, coordination and collaboration among the local government, business plan and promotion are the core component of the livelihood theme of the organization.

According to the NNSWA strategy of livelihood it should be sustainable and quality production, promotion of organic uses of agriculture production and should be business model are the approaches. Therefore, NNSWA has been implementing livelihood interventions through the group, cooperative and individual to improve their food in home and sale surplus, education for their children, Health treatment, and home/shelters from the support. NNSWA initiated the Group cash transfer based on capacity Assessment of the groups and CBOs capacity. Aro-Ecological farming, green enterprises, occupational skill-based enterprises, small animal husbandry, horticulture, floriculture, aquaculture, nursery, and small industry like Dunatapari, species are the support from NNSWA as livelihood.

##### **4.2 Importance of Livelihood Thematic:**

In Sudurpaschim province recorded the highest poverty rate at 34.16% where NNSWA has been implementing the various development projects. According to the scenario of the poverty rate of the Sudur Paschim we believe the high ration is found among the 3D communities (Dalit, Disability and Deprived). Therefore, it is important to work for the livelihood theme by the organization.

##### **4.3 Service Areas of Livelihood Theme:**

1. Income Generation
2. Group/Cooperative Finance (Micro Finance)
3. Green Enterprises
4. Agro Base Farming (Smart Farming Technologies)

##### **4.4 Target Groups/Community/Rightsholders/Beneficiaries:**

Sudur Paschim Province is under the poverty line and struggling for their livelihood options. According to the NNSWA strategy following target communities will be the most priority.

- River basin Community, Dalit and Marginalized Communities, Single women, Farmer Groups, Groups, Cooperatives, CBOs, Networking, Users Groups and Youth and women networking.

#### **4.5 Defined the Level of Satisfaction:**

Improving the livelihood status of the beneficiaries, improving financial level, children are in school, no hunger, healthy family at all are the few measurements of satisfaction level of the beneficiaries. Baseline and KAP will be one of the options to measure the level of satisfaction.

#### **4.6 Satisfaction Measurement tools:**

- Baseline Survey
- Knowledge, Attitude and Practice (KAP)
- Interview with beneficiaries.
- FGD with beneficiaries
- KII with beneficiaries
- Interview with LG
- Document review.

#### **4.7 Coordination, Link/Collaboration/Feedback:**

Coordination is the most essential approach to function the livelihood intervention management which will ensure that all stakeholders, Local government, groups, CBOs, networking, and cooperatives are in collaborative actions. Therefore, there should be synergy within the organization, with local government and beneficiaries. Establishing links with seller and buyer good relation/coordination or link with wider markets and consumers are important. Therefore, following entities should be coordination/collaboration and linking manner for the making beneficiaries well income and improve their livelihood status.

1. Farmers/Producer/Seller (Beneficiaries)
2. Buyers/Markets
3. Consumers
4. Local Government, Private Sector
5. Groups, Cooperatives, Networking, User Groups

#### **4.8 Human Resources Ability/Efficiency and academic level:**

Human resources will be management as an organizational policy and requirement. However, for the Livelihood intervention there are different human resources that will be required such as below.

- A person that has academic qualifications and practices for business promotion for the livelihood intervention.
- For Agro Base: MSC Ag, BSC Ag, JT, JTA
- For Skill base: Plumbing, Electrician, Beautician, Haircutting etc.

The human resources will be managed according to the business plan, livelihood intervention either full-time or part-time as per requirement.

#### **4.9 Documentation, Reporting and Monitoring Mechanism:**

The project has envisioned a standard monitoring and evaluation approach. The project will monitor project inputs, processes, outputs, and outcomes at least twice a year in close collaboration/coordination with Local Government. At the beginning of the project, a monitoring and evaluation plan and appropriate tools will be developed under the MEAL framework.

This plan will include inputs, processes, outputs, results, and impact monitoring based on the logical framework. The plan will include the areas to be monitored, the methodology, the people responsible, and the timeframe for implementation. Monitoring will be used as a learning opportunity to document progress, challenges, and impacts, as well as a guide for future implementation and planning.

The basis for measuring the progress of the project will be the baseline data and indicators as designing in the logical framework. The technical team will be responsible for the designing of monitoring checklist for each intervention. The checklist will be based on outcome harvesting methodology. Beneficiaries, other supportive stakeholders, and project team will sit together for harvesting of the result on each intervention of the livelihood.

The implementing team will develop the monitoring plan according to the business plan of all intervention involving by the beneficiaries with participatory approaches. All process documentation will be in hand as event reports, monthly, quarterly, half yearly, annually and completion report should in timely and appropriately.

The Meal/M&E Officer will be responsible for the Documentation, Reporting and Monitoring Mechanism coordinating with responsible project team or officers.

#### 4.10 Livelihood Theme: Agri and Non-Agri Based (Service Delivery Standard Template):

S N	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined Process)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality indicator		
1	Livelihoods	Income Generation	Unemployed beneficiaries, Groups, Coops, Networking CBOs, Youth and Women	Project team Member, organization, funding partners	Collaboration with LG and stakeholder	Support system guidelines to the beneficiaries.  LG Guideline	1 year	50000 - 150000	-Improved Income from the Baseline -Market Link for selling production	PC /Organization	
		Group/ Cooperative Finance (Micro Finance)	Farmer groups, Coops, User groups, CDMC and Individual	Project team Member, organization, funding partners, LG	Collaboration with LG and stakeholder	Groups Support mechanism Guideline and Groups Cash Transfer guideline	1 year	100000 - 500000	-Functioning of Coops, Groups -Increasing incomes, Group fund and member saving etc.	Groups leader / Project team and Organization	
		Green Enterprises (not carbon emission activities)	Farmer groups, Cooperatives, User groups, CDMC, Forestry groups	Project team Member, organization, funding partners, LG	Collaboration with LG and stakeholder	Climate friendly enterprise (zero carbon emission enterprise. (CBSE, Vermicompost, aquaculture etc.)	1 year to 3 years	100000- 1000000	Carbone emission policy, green production	Groups leader / Project team and Organization	
		Agro Base Farming (Smart Farming Technologies)	CBOs, cooperative, Agro farm etc.	Project team Member, organization, funding partners, local government, local stakeholders	Collaboration with LG and stakeholder, Partners etc.	Soil Health, Plant Productivity, Crop Protection, Livestock Integration, Energy Use, Income Generation, Water Management are in the technology. (Promoting Organic Production)	1 to 5 years	200000- 2000000	Agro Ecological Guideline and Practices	Groups leader / Project team and Organization	
<p>Note: Training and orientation, Financing and In-kind support to the farmers and selected beneficiaries benefit from the organization as per availability of the fund. The livelihood interventions are not limited as mentioned above will be flexible as new proven technology, Provan innovations are come through the any sources will be promoted in the project areas. Similarly, to make community resilient, organizations will explore the new practices internationally or nationally to be localization both livelihood purpose and reduction of the disaster risk.</p>											

## **5. Name of Theme: Disaster Risk Reduction (DRR) and Climate Change**

### **5.1 Background Theme:**

Nepal faces significant vulnerability to disasters, ranking among the top countries globally: 11th for earthquakes, 30th for hydrology disasters, 4th for climate change impact, and 20th for multi-disaster risks. Annually, numerous families endure the effects of weather-related disasters like floods, landslides, hurricanes, fires, lightning, road accidents, hail, avalanches, and epidemics. Tragically, 300 lives are lost each year due to floods and landslides, while fires cause damage to animals, birds, forests, crops, and properties. The toll on Nepal's economy is staggering, with an average of 1.021 billion worth of property damage annually. Studies warn of the imminent threat of a massive earthquake, highlighting the potential for extensive casualties and infrastructure damage. Data from the Nepal Disaster Risk Reduction Portal shows that altogether 2,119 different disaster-related events occurred in Sudurpaschim Province from 2011 to 2021. These disasters have ranged from landslides, floods, fire, windstorm among others showing that the region is vulnerable to not only earthquakes, but other disasters as well.

Kanchanpur district lies south of the Chure range which is highly vulnerable to frequent flooding during the monsoon season. Along with the flood, frequent incidents of human wildlife conflict, fire, extreme weather events like heat wave, cold wave, hurricanes, and gusty winds are causing loss and damage of human life and property every year. However, flood and riverbank erosion is the major problem in most of the parts of the district. Most of the rivers originating from the Chure range causes flash flood during the monsoon season and situation becomes more severe when the high velocity storm water form hilly area reaches in the rivers. Major consequences of the flood include land erosion, degradation of fertile agricultural land, inundation, loss of property and infrastructure, human casualties and in worse cases complete displacement of community. Increasing frequency and intensity of climate induced disasters in the recent past poses serious concerns for the humanitarian agencies to enhance community resilience.

NNSWA will build resilient communities by strengthening the capacity of vulnerable communities to minimize the impact on life and livelihood caused by natural hazards or climate-related shocks and stresses by building a sustainable model of Disaster Risk Reduction (DRR) through multi-stakeholder partnerships with the government, the private sector, and civil society.

### **5.2 Rational of Thematic:**

Disaster risk reduction is not just about responding to emergencies; it's about building resilient communities, promoting sustainable development, and safeguarding lives and livelihoods against the growing threat of natural hazards. The rationale behind disaster risk reduction (DRR) as a thematic area lies in the recognition of the immense impact that disasters can have on human lives, economies, and the environment. Here are several key points outlining the rationale for DRR:

- To build resilience communities by strengthening the capacity of vulnerable communities.

- To minimize the loss and damage caused by natural hazards or climate-related shocks and stresses.
- To strengthen the DRR governance at district and local level
- Strengthening Forecast based Early Warning action and Disaster response.
- Promoting climate adaptation and disaster preparedness.
- To support the wellbeing of 3D community.
- Strengthening localization government Policy and plan.

### **5.3 Service Areas of Theme:**

#### **1. Community Capacity building:**

NNSWA assessment and finding the Vulnerable groups form used different tools and technique formation of CDMC / Task force / TLO/ Women groups / Farmers groups / Youth Network and CBOs near the flood porn Area. We strengthening the capacity strengthen of all the groups for the minimized the different kindly of disaster and climate adaptation action.

#### **2. Government capacity strengthening on DRR /CCA Policy and plan:**

Government have DRR/CCA induce policy these policies need to localization in then based on local context. So, based on the need we regularly coordination meeting to LG for the policy formation and implementation as well system strengthening of LG on LG for the Disaster preparedness and response and Recovery.

#### **3. Community livelihood Opportunity Vulnerable community:**

NNSWA uniquely works by combining contemporary Community Based Disaster Risk Reduction (CBDRR) approaches for livelihood promotion of the vulnerable community for support the various Agriculture tools and technology and small, green, and clean enterprise stabilized in the Community. We link with the Market System Development (MSD) linking financially viable livelihood options that have dual benefits called “nexus interventions' ". It also works on building strength to the communities by bonding, bridging, and linking the communities with different Public, Private and Civil Societies.

#### **4. Emergency Response and Recovery:**

NNSWA is the Humanitarian organization and organization will be regular touch in the LG for emergency preparedness at Kanchanpur District. NNSWA have guild the EPRP plan for Humanitarian response. So NNSWA has wire house for the stoke Pilling to collaboration with the National and International Funding agency for the Emergency stockpiling.

#### **5. Climate Induced Nature based Solution:**

NNSWA is the Working in climate change action. So NNSWA will work together with LG for the Climate induce mitigation at the local context.

## **6. Target Groups/Community/Rightsholders/Beneficiaries:**

The Beneficiaries are currently underway with a focus on the Mahakali River and Doda watershed area, aiming to address crucial environmental and community challenges. Specifically, it is being executed across affected communities situated within Kanchanpur District. As well we focus the Small and chure river side community and the land slide porn community of the Sudurpaschim Province. NNSWA s a concerted effort to mitigate the impact of River basin area to sustainable development in the region, highlighting a commitment to both environmental stewardship and community welfare.

### **5.4 Defined the Level of Satisfaction:**

The support mechanism is guided by a right based approach and group cash transfer guideline. The organization is also promoting cash support for humanitarian response Thus the right holders of this thematic area are highly satisfied with the service delivery.

### **5.5 Satisfaction Measurement Tools:**

- DRM toolkit survey
- FGD, KII
- Interview with IG, Door to door.
- Feedback mechanism (Suggestion box, email, face to face and toll-free no.)
- Case story and media coverage.
- DPAC/MPAC visit and social audit.

### **5.6 Coordination, Link/Collaboration:**

The organization works in close coordination and collaboration with the government line agencies, private sectors, financial service providers, CSOs, CBOs, CDMCs, CFUGs and right holders for ensuring the effective and quality service delivery.

### **5.7 Human Resources Ability/Efficiency and academic level:**

The organization has the capable, qualified, and experienced human resources working under different projects and they can ensure the highest standards of service delivery in this thematic area.

- Community mobilization- Trained Social Mobilizer/ Inter mediated level.
- Technical officer- BSC in agriculture and forestry.
- DRR/CCA- Environment science/ Rural development/ Sociology/NRM in Master level.
- Data management- Experienced MEAL officer with BA/MA.

### **5.8 Documentation, Reporting and Monitoring Mechanism:**

The project has envisioned a standard monitoring and evaluation approach. The project will monitor project inputs, processes, outputs, and outcomes at least twice a year in close collaboration/coordination LG. At the beginning of the project, a monitoring and evaluation plan and appropriate tools will be developed under the MEAL framework. This plan will include inputs, processes, outputs, results, and impact monitoring based on the logical framework. The plan will include the areas to be monitored, the methodology, the people responsible, and the timetable for implementation. Monitoring will be used as a learning opportunity to document progress, challenges, and impacts, as well as a guide for future implementation and planning. The basis for measuring the progress of the project will be the baseline data and indicators established within the logical framework.

Monitoring mechanisms- It is used to progress track against targets and objectives. They involve regular review of PMP and milestones to ensure the project is on track.

It includes: -

- Program wise monthly reports, event reports, quarterly reports, annual reports, monitoring visit checklists and reports, and other specific program records.
- Case stories, Quantitative Data, Video and photo voices, indicator tracking.
- Program wise monitoring- and project wise M&E plan, program team, Joint monitoring visits, DPAC/MPAC, social audit monitoring visits, Review meeting, etc.

### 5.9 DRRM/CCA Theme: (Service Delivery Standard Template):

SN	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality indicators		
1	DRR/CCA	Working as DLSA	DDMC	DLSA	Facilitate for the formulation of district level DRR related plan and policies and support for its implementation.	DRRM ACT	3 months	100,000	Nos. of plans and policies, DDMC meeting minute	DDMC/ DLSA	
		Technical support to municipalities for the development of DRR related plan and polices	Concern Local Government	LG and line agencies	Technical support for DPRP/EA	DPRP, guideline and EA framework guideline.	3 months	200,000	DRR guideline	Organization	
		Group formation (CDMC and Task force)	Community people, Vulnerable HH with inclusion	Project team and LG	To share the role of CDMC and task force, operation mechanism, Criteria of group formation and registration	CDMC formation and mobilization guideline, CDMC operational guideline	1 month	55,000	Social Inclusive and listed in ward office. Meeting minute.	SM/TO/ MEAL	
		Capacity building Training on DRM/CCA	LG, CDMC and stakeholders	Project Team	Facilitate on DRRM act, mainstream DRR/CCA on local planning process and Integrated GESI.	DRRM act and guideline of LG.	1 Month	200,000	DRRM guideline	Organization	
		Participatory Disaster Risk Assessment (VCA) and CDRMP Plan	CDMC, task forces and Bhalmansa, vulnerable HH and key population	Project team and local governance	Facilitation for disaster risk assessment and collecting risk information and support to formulate plan.	PDRA process guideline and CDRMP	2 months	110,000	Inclusive participants and 50% HH engaged. Meeting minute.	SM/TO/MEAL	

		Taskforce training	Taskforce Members, represent of security force and LEOC represent	Project team and DRR focal person/LEOC /DEOC	Coordination and overall management. Enhance basic skill and knowledge with practical.	NRCS/GOV training manual/guideline	1 month	700,000	Standard norms of training and Practical and theory session design.	PC/AFO/SM	
		Capacity building to Gauge reader to strengthen EWS	Gauge readers	LEOC/DEOC /project team and line agencies	Coordination to DHM, LEOC and DEOC and finalized participants and schedule finalized.	EWS training manual and DHM guideline.	1 week	65,000	DHM training of content	PC/DHM	
		Monitoring of forecast and early warning dissemination	Vulnerable community	NNSWA/LEOC/CDMC	Monitoring of weather forecasts from different sources, analysis, and issue site specific early warning	FBA SOP / LEOC SOP	5 months	50,000	Community response	PC	
		Awareness raising programs	Vulnerable community and at-risk house holds	NNSWA/LEOC/CDMC	IEC material distribution, radio jingle, street drama, door to door campaign.	Flip chart, booklet, as per gov guideline.	3 month	100,000	Regular monitoring, community response, no. of events.	Meal/SM	
		Simulations/Drills (Tabletop/field practice)	At risk Households and community people	Province, district, Palika, LEOC, task force members, and Security forces and DLSA	Facilitation to cluster, CDMC and task force for the role and responsibility in simulation and support to link with LEOC and security forces	Drill guideline and Training manual	1 month	115,000	Simulation guideline	PC/SM	
		Bio-engineering work ( ex. small mitigation work)	At risk community	Project team, local government, stakeholders and CDMC	Collaboration with LG and stakeholders for finalized estimate for bio-engineering work.	Government norms, reference guideline and field experience	3 months	800,000	Regular monitoring visit, engagement of technical person. Completion report.	PC/MC/Board	
		Nature Based solutions.	Vulnerable community	Project team and	Orient to CDMC/CFUG and	NBS guideline	3 months	12,00,000	Monitoring field visit and	PC/TO/Board	

				CDMC/CFU G and LG	Coordination with LG and stakeholders for the support for bioengineering, plantation, and conservation work.				beneficiaries' response.		
		Anticipatory Action (FBA)	Flood Vulnerable Palika and community	Project team/LG/CD MCs	Coordination and support for prepare SOP and guideline	Support to early action and cash support to At risk house hold	6 Month	900,000	At risk HH survey and PDM survey	Organization.	
		Response	Affected Household	DDMC/LDM C and DLSA	As per IRA report Distribution of essential items/package, coordination with local agencies for response.	NNSWA Emergency response policy and Gov rules and regulation.	3 months	500,000	PDM survey and beneficiaries' response.	Organization	
<b>2.</b>	<b>Sensitive Livelihood</b>	Strengthen input and output chain actors	targeted community	AKC, Local government, Private sector, Markets	Support for strengthening market system for the agricultural products.	Agreement with Multi stakeholder, Support as per need of market system.	1 month	400,000	beneficiaries' response.	PC/project team	
		Sugarcane farming	Target community farmers whose has Riverbed.	Project team Member and funding partners	Collaboration with ADO, Sugar mill, CDMC and another related stakeholder	Agreement with Multi stakeholder, Support as per community needs based on criteria.	1 year	15,00000- 20,0000	Area of cultivation, Production, and supply,	TO and Program team, CDMCs	
		Riverbed Farming (Vegetable)	Target community Riverbed Farmer	Project team Member, AKC, ADO funding partners, Agro vet and other related multi stakeholder	Coordination and Collaboration with CDMC, RBF farmer and stakeholder for the service provide.	Agreement with CDMCs and ADO, ADO Support system guideline based on community need	6 months to 1 year	350,000- 400,000	Area and time of cultivation, Production, and supply record of previous year	Groups leader / Project team and Organization	

		Off seasonal vegetable farming	At risk community	AKC, Local government and project team	Providing agricultural input support	Group Cash Transfer Guideline	6 month to 1 year	600000	Production and enhances livelihood	Farmers group, CDMCs and Project team	
		Agro-equipment support	CDMC engaged on RBF	Project team	Need assessment, orient to CDMC contribution and long-term use and maintenance plan.	Agreement with CDMC	1 Month	500,000	Beneficiaries' response		
		Green Enterprises	Target community farmer	Project team Member, funding partners.	Coordination and Collaboration with Target groups and entrepreneur	Group cash transfer guideline, Eco friendly and nexus-based enterprise. Business plan	6 months to 1 year	1000000	Ecofriendly and nexus based, business plan	entrepreneur and Project team	
		Facilitate and promote insurance of nexus corps	Target community	Insurance board, insurance company and ADC	Coordination	governance norms	1 month	70,000	Record keeping	TO/project team	

## **6. Name of Theme: Organizational Development and Human resource Management (OD/HR)**

### **6.1 Background Theme:**

To sustain and make alive organization OD and HR theme is very important. To make organization leadership active and quality delivery of service organizational management and regular staffs capacity building and motivation is crucial part of organizational development and Human resource management. Although NNSWA has been more than 30 years, with the democratic system executive committee changes it leadership in every five years and new leadership takes place. To enhance the capacity of board members as well as staff and organizational capacity assessment and developing capacity building plan is one of the important in this theme.

NNSWA is one of the leading organizations in far western province, to deliver the quality service and maintain the believes among the community people and its stakeholders' organizational development, Human resource management and program management are essential elements.

### **6.2 Importance of Thematic:**

To survive the organization, doing the things differently and provide quality service to beneficiaries' organizational development and Human resource management is important theme for organization. NNSWA has taken this theme as one of the important themes and deputed the human resource for organizational development and human resource capacity building part.

### **6.3 Service Areas of Theme:**

Organizational capacity assessment, Develop Capacity building plan, intervention of organizational development activities, develop capacity building plan of staffs and board members and organize capacity building training, coaching, and mentoring to staffs, board members and intern and volunteers.

### **6.4 Target Groups/Community/Rights holders/Beneficiaries etc.:**

Executive board members, General members, intern/Volunteer, staffs, and stakeholders.

### **6.5 Defined the Level of Satisfaction:**

- All the required policy will be developed binding with local, Province level, National level and international level laws and bylaws.
- OCA will be organized in standard checklist.
- Capacity building training, orientation and coaching will be organized based on standard packaging.
- Social audits will be organized based on government guideline.
- Supervision will be done based on a developed checklist.
- Staff hiring will be done based on NNSWA hiring policy.
- External and internal audits will be done based on NNSWA policy.
- A general assembly will be organized based on operating guidelines.
- Capacity building of other NGOs, CSOs and CBOs.
- Technical support, material support and capacity building of local government.

#### **6.6 Satisfaction Measurement Tools:**

- A staff satisfactions survey will be organized.
- During the social audit and joint monitoring feedback from stakeholders will be taken.
- Feedback will be collected through feedback and complain mechanism.

#### **6.7 Coordination, Link/Collaboration/Feedback:**

- Close coordination, linkage and collaboration will be done with executive board, SMT, local government, Province government, Federal government, Donors, and other NGO, CSOs, CBOs and networks.

#### **6.8 Human Resources Ability/Efficiency and academic level:**

- At least a skilled and qualified OD/HR Manager will be deputed.
- A qualified trained facilitator will conduct the training, orientation and coaching to board members, staff, and volunteers.
- The academic level of facilitator, teachers, project coordinator, and officers will be as described by government and organization guidelines.
- Follow the NNSWA and government policies for any organization and capacity development activities.

#### **6.9 Documentation, Reporting and Monitoring Mechanism:**

- Every activity done on organization development and human resource management attendance, minute and follow the policies of NNSWA and Nepal government. Name list of children, facilitator, interview findings, unit test results and final exam results will be documented and reported to the donor and local government.

Regular monitoring will be done by executive board and SMT based on MEAL plan, after carrying out the activities report.

**6.10 Organizational Development and Human resource Management (OD/HR) Theme: (Service Delivery Standard Template):**

SN	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality		
1	OD/HR	General Assembly	Board members, staffs, interns, volunteers, and stakeholders	NNSWA	Organize GA by following NNSWA GA procedure. (Operational guideline)	NNSWA GA Procedure (Operational guideline)	One day	Rs 70000.	51% attendance of general members, financial and program progress sharing of current year, next year plan sharing and ratify the new /revised policies and decision made by SMT.	Executive board, SMT and finance.	
2		Memberships expansion	3 D community and other stakeholders	NNSWA	Provide the membership by following NNSWA constitution	NNSWA Constitution	Processes start one month before GA	Defined by NNSWA A constitution	Full fill the criteria mentioned in NNSWA constitution	NNSWA executive board.	
3		Internal audit	Finance department of NNSWA	NNSWA internal audit team	. Meeting of internal audit team . Date fixed for internal audit . Develop the checklist	NNSWA internal audit guideline	Two days	1000	Following of internal audit guideline and	NNSWA internal audit team	

SN	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality		
					<ul style="list-style-type: none"> <li>. Inform the finance team</li> <li>. Conduct the internal audit</li> <li>. Develop the report</li> <li>. Share the report to finance team and SMT</li> <li>. Receive the audit management response</li> <li>. Follow up the management response</li> <li>. Conduct internal audit in quarterly basis.</li> </ul>				prepare the report of internal audit.		
4		External audit	NNSWA	Hire external auditor	Conduct the external audit based on NNSWA external audit policy and National audit policy with findings report	NNSWA external audit policy and National audit policy	Once a year	150000 to 200000	Following the NNSWA external audit and National audit guideline and finding sharing along with management response.	NNSWA finance team.	
5		Audit management response (Internal and external)	NNSWA	Internal audit team and hired external auditor	After internal and external audit findings will be shared and management response will be provided by NNSWA finance team	NNSWA internal and external audit guideline, National	Internal audit in quarterly basis	Mentioned in above column	Following the mention guideline.	NNSWA finance team	

SN	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality		
						audit guideline.	and external in yearly basis				
6		Policy review and development	NNSWA executive board members, staffs and volunteers/inter ns	NNSWA executive board and SMT	. Revise the existing policy in need base and develop the new policies in required basis. . Participation of executive board members and SMT members and other staffs and stakeholders in required basis. . Policies should be revised or developed based on National and international policies.	National and international policies	As per requirement	50000	Based on National and international policies	Executive board and SMT	
7		Review the organizational strategy	NNSWA executive board members, staffs and volunteers/inter ns	NNSWA executive board and SMT	Revise or develop organizational strategy based on SWOT, PESTL and develop 5 years plan and one year detail plan	Old strategy plan and other standard strategies plan as reference.	5 years	50000	. Define the Goal and objectives based on SWOT and PESTL analysis. . Yearly based target setting.	NNSWA executive board and SMT	
8		Social Audit	NNSWA beneficiaries	NNSWA SMT	Follow the government guideline	Government social	Yearly basis	50000	Following the government	NNSWA executive	

SN	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality		
			and stakeholders			audit guideline.			social audit guideline and feedback collection from beneficiaries and stakeholders .	board and SMT	
9		GESI audit	NNSWA	NNSWA SMT	Conduct GESI audit based on government GESI audit guideline	Government GESI Audit guideline	Two days	10000	Followed the government GESI audit guideline and facilitated by GESI resource person	GESI focal person of NNSWA	
10		Joint monitoring	Board members and stakeholders	NNSWA SMT	Organize the joint monitoring Schedule development Inform to beneficiaries. Inform or orient schedule and monitoring check list to stakeholders	Developed joint monitoring schedule and monitoring checklist	One to two days	75000	Fill up the monitoring check list and report by stakeholder to NNSWA	SMT	
11		DPAC sharing meeting	District and Palika level stakeholders	SMT	Sharing of all project progress, budget, best practices, learnings and challenges	Presentation developed based on NNSWA	One day	25000	Sharing of all project progress, budget, best	SMT	

SN	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality		
						branding and marking policy.			practices, learnings and challenges. Feedback collection.		
12		MPAC sharing meeting	Stakeholders of local level.	SMT	Sharing of all project progress, budget, best practices, learnings and challenges	Presentation developed based on NNSWA branding and marking policy.	One day	25000	Sharing of all project progress, budget, best practices, learnings and challenges. Feedback collection.	Concern project coordinator.	
13		Province level sharing meeting	Stakeholders of Province level.	SMT	Sharing of all project progress, budget, best practices, learnings and challenges	Presentation developed based on NNSWA branding and marking policy.	One day	25000	Sharing of all project progress, budget, best practices, learnings and challenges. Feedback collection.	SMT	
14		Organization renews at District level.	NNSWA	NNSWA admin team	Organization renews at District level in time	Government organization registration and renew policy	Every year	15000	Organization renewed by maintaining the rule of government in time along with	NNSWA admin team	

SN	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality		
									tax exemption.		
		Organization renews at SWC.	NNSWA	NNSWA admin team	Organization renews at SWC in time	SWC organization Affiliation policy.	Every year	10000	Organization renewed by maintaining the rule of SWC.	NNSWA admin team	
15		Organize OCA	NNSWA executive board members, staffs and volunteers/inter ns	OD/HR department	Organize the OCA by following OCA guideline.	OCA guideline	Yearly basis	15000	After OCA capacity building plan should be developed based on gaps findings.	OD/HR department.	
16		Conduct Annual staff appraisal	NNSWA executive board members and staffs	OD/HR department/Project coordinators	Inform the staffs and board members and provide clear instruction.	Organizational annual appraisal format	Yearly basis		Two-way interaction between supervisor and subordinate.	OD/HR department/coordinator	
17		Compile the need assessment after appraisal	NNSWA executive board members and staffs	OD/HR department/Project coordinators	Inform the staffs and board members and provide clear instruction.	Organizational annual appraisal format	Yearly basis		Based on staffs need and supervisor recommendation.	OD/HR department/coordinator	
18		Develop capacity development plan	NNSWA executive board members and staffs	OD/HR department/Project coordinators	Develop the capacity development plan based on annual appraisal	Organizational annual appraisal format	Yearly basis		Based on staffs need and supervisor	OD/HR department/coordinator	

SN	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality		
									recommendation.		
19		Organize capacity building training to board and staffs	NNSWA executive board members and staffs	OD/HR department/Project coordinators	Organize the capacity building training, orientation, coaching, and mentoring activities based on capacity Building plan	Organize training, orientation (internal or partners resources)	Quarterly basis	50000	Pretest and posttest and evaluation will be done	OD/HR department/coordinator	
20		Staff Hiring and firing	Eligible staffs and present staffs.	SMT or staff hiring and firing committee	Staff Hiring and firing by applying organizational policy and procedure.	Staff hiring and firing policy	As per need	20000	Applying Staff hiring and firing policy	SMT or staff hiring and firing committee	
21		Organize organizational training	NNSWA new staffs, new interns and old staffs	OD/HR/Project coordinator/Finance	Organize organizational training regularly	OT manual	Every six month and need basis	5000	Orientation should be done Based on OT manual.	SMT and OD/HR department.	
22		Support to CSOs/CBOs	NNSWA	NGOs/CSOs/CBOs leaders, Members	<ul style="list-style-type: none"> <li>• Training.</li> <li>• Mentorship.</li> <li>• Networking.</li> <li>• Advocacy support.</li> <li>• Funding support.</li> </ul>	Partnership guideline	As per need	Based on budget planning	Apply partnership guideline.	NNSWA SMT	
		Support to Local Government	NNSWA	Local Government	<ul style="list-style-type: none"> <li>• Policy analysis,</li> <li>• Capacity building,</li> <li>• Technical assistance</li> <li>• Equipment support</li> <li>• Advocacy</li> </ul>	Based on budget planning	As per need	Based on budget planning	Apply partnership guideline and agreement with local government	NNSWA SMT and concern project coordinator.	

## **7. Name of Theme: Advocacy:**

### **7.1 Background:**

NNSWA has been advocating on the behalf of Poor, Women, Children, Freed Kamaiya, Freed Kalahari, PLHIVs, People Affected with Leprosy and PwDs for right rights and dignity. Humanitarian Response, making community resilient on DRR/CCA and in other of their safe lives. Therefore, Advocacy is an organizational strategy to stand with marginalized, backward, and hysterically excluded community for their all rights as human and their dignified surviving. Advocacy will be joined with as campaign, networking allying among the likeminded organization and issues.

### **7.2 The Issues of the advocacy:**

The organization will develop an organizational advocacy plan which will be implemented as environment of the human rights, situation of the humanitarian response and issues are arising and allying with the organization VNGO. A few issues are as below.

1. Rights Based
  - Women Empowerment
  - Anti-Discrimination (Dalit), Disability, Senior Citizen, Displaced People/Communities, Children/Child, GBV, Good Governance
2. Right to Food, Right to Information, Right to Reproductive Health
3. Anti-Child Labor, Early Marriage
4. Resilient Community

An organizational Advocacy plan will be developed and that will be implemented as required. But the advocacy for the project performance, collaboration and joint action among all level government will be conducted as regular actions.

There will be many issues that need to be consideration by the organization. Most projects implementing through NNSWA, will be linked with Education, Health, Environment, Exploitation, Protection, saving lives, Gender Based, Caste based discrimination, and Good Governance which will be categorized Local, Provincial and Federal level advocacy. For this organization will incorporate all in Organizational Strategy.

## **8. Name of Theme: Research & Study:**

### **8.1 Background:**

NNSWA as an organization and has been implementing multi sectoral community based integrated development and having many success and failure lessons learned which may lead to assessment, research, or study as community lab. The finding will be support to new generation and learners, new projects, and programs for the development areas. NNSWA itself conducts community study, issues-based research and are shared to the concerned organization also.

### **8.2 NNSWA plan for Research and Study:**

#### **a) Organizational Level:**

- Project Evaluation (Base Line and Endline, KAP)
- Fellowship (Tai up with Far western University)
- Provide Internship space and Study on Different Thematic Areas

**b) External:**

- Joint Action
  - Evidence Based Research
  - Issue Based Research/Study/ Assessment

According to the issues and subject NNSWA will develop collaborative engagement with the academia and university for joint action for the research and study as required.

**9. Name of Theme: Crosscutting Approaches (GEDSI (Gender Equality Disability Social Inclusion))**

**9.1 Background:**

NNSWA stand with gender equality, Disability and Social Inclusion in all aspects of the development in social, economic, political as leadership development, education, humanitarian response, and mainstreaming the NNSWA's services in all the community development as prime cross cutting approaches.

**9.2 Focus Area of the GEDSI:**

- All Intersectionality, Women, Children, Dalit, Disability, LGITBQ, TG, PLHVs and People wafted with Leprosy are treated as all Services.
- Child protection, safeguarding and safety for all will be taken as crosscutting approaches.
- Maintaining all data of the services with segregation information including male, female, physical conditions, age, belongingness etc.

NNSWA project team will follow the NNSWA GESI policy and other GEDSI approaches during their project implementation in the community level with full initiatives of the GESI as crosscutting approaches.

**10. Name of Theme: Coordination & Collaboration**

**10.1 Background:**

NNSWA working approaches will be functioning with the coordination and collaboration approaches with all levels of Nepal Government, Donors, I/NGOs, Private Sectors, Charities, Trust, Individuals and Communities belonging target groups. The C&C will be based on financing, technical expertise, technologies, advocacy alliance and networking, joint and J/v actions are considerations.

**10.2 Coordination and Collaboration (C&C) Focused:**

- Mostly interventions will be coordinated and collaborated among the Government of Nepal (All level of Government)
- Co-actions among the groups, cooperatives, networking, clubs, private sectors, youth groups and CSOs and CBOs whose aligned with NNSWA's VMGO and values.
- The C&C will be based on financial expertise, brand, technical, issue-based advocacy, and others which support value added to NNSWA.
- Long term as project base or Issue based for the social transformation.

Coordination and collaboration are not only a formality but this an obligated approached for working together as NNSWA values and maximization of the efforts, effectiveness of the cost, knowledge and expertise as well as sharing responsibility is most important for the Coordination and collaboration for the organization.

## **11. Name of Theme: Financial Management**

### **11.1 Background:**

NNSWA financial transactions will be managed with value-based transparency and universal acceptance of accounting procedures. NNSWA implementing the projects from 1990 to till dates and has been managing more than 100+ projects and programs. A qualified professional for financial management is prime value of the organization. All required policies are in place and are reviewed and updated every 3 years or as required are in practice.

### **11.2 Importance of Thematic:**

Financial Management is an important theme for any individual and an organization, but for NNSWA the Finance Management theme is the heart of the organization. Financial Management is helping to the organization for Resource Allocation, Planning and Forecasting, Risk Management, Optimal Capital Structure, Investment Decisions, Profit Maximization, Compliance and Governance, Stakeholder Communication, Financial Health Assessment, Strategic Decision Making.

### **11.3 Service Areas of Theme:**

- Financial Planning
- Accounting Procedures
- Recording and Reporting
- Handling Banking and Related
- Documentation and Reporting
- Internal Controlling
- Internal & External Auding
- Internal Coordination among the other projects and Finance HRs
- Cost Sharing practices
- Separated Bank Accounting for the separated Projects.

### **11.4 Target Groups/Community/Rights holders/Beneficiaries etc.:**

Funding Partners, Donors, Government, Venders, Suppliers, Beneficiaries/Communities, Clients, Auditors and NNSWA employees, NNSWA SMT, Board Members and who's related with NNSWA's financial transaction directly or indirectly.

### **11.5 Defined the Level of Satisfaction:**

Timely and transparent financial transaction, quality documentation and timely recording and reporting as organizational and donor compliance.

### **11.6 Satisfaction Measurement Tools:**

- Financial Monitoring, Financial Reports (Internal & External audits), Meeting partners/donors' compliance. Timely payment, Value for Money Analysis, exist interview, toll free phone number, complaint box and use of feedback and complaint mechanism.

### 11.7 Coordination, Link/Collaboration/Feedback:

Coordination among the projects/program heads, team leaders, Managers, Executive Board, SMT, Executive Director, Project Team, Funding Partners, Donors, Tax offices, other Government related entities will be the major coordinating parts. Managing cost sharing among the existing projects within the organization.

Using NNSWA's feedback, complaint mechanism for getting the feedback for the work quality and service delivery standard from the financial service-related individual or agencies or community or beneficiaries.

### 11.8 Human Resources Ability/Efficiency and academic level:

Sr.#	Designation	Academic Qualification	Years of Experience	Level	Remarks
1	Finance and Compliance Manger	Master's in finance	10 Years		Should have good working track record and skill on planning, monitoring, and budget analysis
2	Senior Finance and Admin Officer	Bachler's in Finance	5 Years		Should have good working track record, working skill on Accounting Software
3	Admin and Finance Officer	Bachler's in Finance	3 Years		Should have good working track record, working skill on Accounting Software
4	Suply Chain / Logistic Officer				Should have good working track record, working skill on Supply chain and Logistic
5	Assistant Admin & Finance Officer	Bachler's in Finance	3 Years		Should have good working track record, working skill on Accounting Software
6	Accountant	10+2 with Finance	2 Years		Should have good working track record, working skill on Accounting Software
7	Assistant Accountant	10+2 with Finance	1 Years		Should have good working track record, working skill on Accounting Software
8	Support Staff	8-10 Grade	1		Having knowledge working with Financial and Admin Team
<b>Note:</b> The academic level of the required Human Resources will be defined in NNSWA HR policy and guideline.					

### 11.9 Documentation, Reporting and Monitoring Mechanism:

All financial related human resources will manage their documentation as NNSWA HR, Financial, Procurement and Donor Compliance based documentation in NNSWA. Mostly documentation will be managed through software mechanisms. All Financial transactions will be managed by related staffs with maintaining all related accounting books. NNSWA mostly uses the FAMAS software, but any funding partner required their own software will be practices for that grant only. But finally, the organizational documentation will be documented with FAMAS, and organizational policy permitted formats and guidelines.

**11.10 Financial Theme: (Service Delivery Standard Template):**

SN	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality		
1	Financial Management	Budget Planning	NNSWA and Funding Partners	NNSWA Finance Sector	-Support to Develop Organizational Yearly Budget -Project and Activity Based Budgets -Short Term or Long-Term Budgets	- Org. Strategy - Project Guideline	-Yearly -Project Based	NA	Money for Value based Planning	Finance & Compliance Manger	Finance and EB/SMT of NNSWA will support for this event
		Compliance	NNSWA, Partners and all Beneficiaries	NNSWA Finance Sector and Program Team	Using all Policies, Procurement Guideline, Donor Compliance Information, Partner MOU for Projects	-Org. Policy -Project MOU -Govt Policy, - Donor Compliance Information and Guideline	-Yearly -Project Based	NA	All actions are under the Policy and Meeting the Compliance	Finance Sector and Project Finance	EB/STM will Support and Monitor
		Audit (External/Internal)	NNSWA	Auditor Company and NNSWA Internal Audit Team	- Conduct Financial Audit (External) -Conduct Financial Audit (Internal)		-Yearly (External) -Semi-Annual (Internal)	2500 00.00 5000 0.00	Audit Reports Management Report	Finance/Adm in Sector and EB/SMT	As per Audit Guideline
		Quotation	Right Holders, Community,	Vanders/ Suppliers	- Goods or Services Procurement	-Org. Procurement Guideline	As per Procurem	NA	All Procedure Applied and		EB/SMT may support

SN	Thematic Areas	Core Services	Major Stakeholders			Standard/ Criteria				Grievances (Responsible)	Remarks
			Service holder (Who is/are)	Service Provider (Who is Responsible)	Role of Service provider (Defined)	Guideline/ Procedure (What should be included the services)	time	Cost	Quality		
			Target Groups			-Project Procurement Instruction	ent Schedules		Procured Quality Goods and Services	NNSWA, Procurement Committee	
		Payment	-Services -Providers -Staff -Vendors -Suppliers	Finance Sectors  Project	-Managing all Supporting Documents -Getting Validation, Recommendation and Approval -Photocopy of Cheque -Confirming Receipts	-All Financial Procedure  -Maintain all Accounting Procedures  -Paid Stamp on all Receipts	-After all supporting documents and approval	NA	Bank payment is Applied in all transactions	-Admin and Supply Chain/Logistic Department	
		Tax and Taxation	Payment Receiver	Finance Sector	-All payment -Salary -Rent -Etc.	All taxes as Nepal Government's Policies	As per Tax Policy	NA	Timely Tax Deduction and Deposit  ETDs Records	Finance Sector	
		Learning Sharing	All NNSWA related Sectors	Finance Sector	Presentation of Learning to another Sector in NNSWA	NNSWA Knowledge Sharing Guideline	NNSWA Monthly Meeting	Integrated with other Events	Learning were applied by others	Finance Sector	In coordination with SMT

## **11. Guideline Update/Review/Amendment Process:**

The Service Delivery Standard Guideline 2024 will be reviewed/Updated, and amendment as required in the process of lesson learned and practices. Similarly, if services are added and reduced in the organization the Service Delivery Standard Guideline 2024 will also be reviewed/Updated, and amendment in regular and when as per the requirement.

The senior management team (SMT) of NNSWA will be recommended to reviewed/Updated, and amendment of the Service Delivery Standard Guideline 2024 to the executive board of NNSWA and there will be formed a subcommittee including SMT recommended team member and guideline will be reviewed/Updated, and amendment which will be finally approved by the Executive Board.

This Service Delivery Standard Guideline 2024 will be effective from the date of approved by NNSWA Executive Committee.