

## HW Transparency - Why choose us?

- Prepared by Eashan (06.06.2020)

The Standard Operating Procedure (SOP) comprises 5 steps, with each step consisting of a series of measures for verification and authentication.

**Step 1:** HW Team Members send out a general call inviting suggestions about NGOs and volunteers from their personal networks, who then provide the contact details of the person in-charge, and the social media handles of the organisation.

**Step 2:** The HW Team Member does a preliminary investigation of the suggested NGO,s by browsing through their social media posts, looking specifically for parameters such as:

1. Sincerity of their activities made evident by regular social media updates.
2. Clarity of their activities (date, time, location etc)
3. Impact of their activities (if the focus community is marginalised, lack govt support, facing discrimination etc)

**Step 3:** Each Team Member forwards a shortlisted assessment of NGO's to the HW Team Manager who then schedules a **video interview call** consisting of the person in-charge, of the NGO, the HW Team Member and the Team Manager. The interview is done to assess the motivation and also to verify the authenticity of the organisation.

[Here we ask precise questions such as :](#)

1. How many volunteers does the NGO have
2. How many people can they reach out to in a day
3. How many grocery kits or PPE equipment is needed.
4. What is the cost of each kit
5. Where can they purchase and transport these items from
6. Why is this community not receiving govt support
7. What and how will the NGO document the distribution process

**Step 4:** After the interview, if successful, the team decides internally to allot a 1st phase funding of  $\frac{1}{3}$  to  $\frac{1}{2}$  of their original request and then creates a shared google drive account where the NGO incharge is supposed to upload the following items:

1. His PAN card and ID proof
2. Any invoice/quotation of the grocery supplier
3. Bank account details.

**Step 5:** HW then transfers the decided amount with the promise of the 2nd phase on the condition that certain requirements are met, and they are:

1. Upload a receipt of the purchased goods on the drive.
2. The HW Team Member makes a phone call to the supplier to verify authenticity
3. Once the grocery is purchased, we organise a whatsapp video call with the person in-charge to show us the process of grocery kit arrangements
4. On the day of distribution, we ask to send them the whatsapp location of the distribution area for verification, followed by a FB live video that remains available for public viewing.
5. In parallel, the person in-charge is required to make photographic documentation and as well as bio data of the recipients such as (name, occupation, ph no.)
6. Lastly, the person in-charge is required to update all data into the drive.