

Hope Ek ASHA

Stakeholder Grievance and Redressal Mechanism

FY 2024-25

1. Overview

Hope Ek ASHA maintains a transparent and accessible **Grievance Redressal Mechanism** to ensure that any concern, complaint, or report of wrongdoing — whether from beneficiaries, caregivers, employees, volunteers, partners, or donors — is addressed promptly, fairly, and confidentially.

The mechanism aligns with the organization's **Code of Ethics**, and **Safeguarding Standards**, reflecting its commitment to integrity, accountability, and respect for every individual's voice.

2. Scope of the Grievance Mechanism

The grievance mechanism covers concerns relating to:

- Ethical or professional misconduct.
- Abuse, harassment, or discrimination.
- Fraud, bribery, or financial irregularities.
- Violation of confidentiality on organizational policy.
- Disputes or complaints from caregivers, patients, or community partners regarding program delivery.

Both **internal stakeholders** (staff, volunteers, governing body members) and **external stakeholders** (beneficiaries, caregivers, donors, vendors, and partners) can use the mechanism.

3. Grievance Reporting Channels

Stakeholders may lodge complaints or seek redressal through the following confidential channels:

Channel	Details	Access
Email Hotline	grievence@hopeekasha.org	Direct to the Secretary General (Grievance Officer) and copied to the President .
Confidential Drop Box	Located at project offices and dementia care centers.	Reviewed weekly by the HR & Governance Committee representative.
Online Feedback Form	Available on the organization's website.	Automatically directed to the Ethics & Integrity Desk .
In-Person Reporting	To the Secretary General or HR Officer .	For immediate, sensitive, or safeguarding-related concerns.

All reports are acknowledged within **5 working days** and processed under strict confidentiality. Anonymous submissions are accepted and investigated as far as possible.

4. Process of Grievance Redressal

1. Receipt and Registration

- Each complaint is logged in a **Grievance Register** maintained by the **Ethics & Integrity Desk**.

2. Preliminary Assessment

- The **Secretary General (Ethics Officer)** conducts an initial review within 7 days to determine scope and severity.

3. Investigation

- For serious cases (e.g., fraud, abuse, or policy violation), a **three-member Grievance Review Panel** is formed, including the **Treasurer** and one **HR & Governance Committee** member.

4. Resolution and Action

- Findings and recommendations are presented to the **President** for decision and corrective measures.
- Actions may include counseling, disciplinary warning, restitution, or referral to law enforcement if warranted.

5. Closure and Feedback

- The complainant (if identified) is informed of the resolution outcome.
- Closed cases are reported quarterly to the **Board of Members** (without disclosing personal identities).

5. Safeguards

- **Confidentiality:** All reports are handled discreetly; identities are protected.
- **Non-Retaliation:** The organization has a zero-tolerance policy toward retaliation against any person who raises a concern in good faith.
- **Documentation:** All cases are recorded in a secured digital log maintained by the **CFO** and reviewed annually.

6. Responsible Officials

Title

Role in Mechanism

President

Oversight and approval of final actions.

Secretary General (Ethics & Integrity Officer)

Receives and investigates complaints; maintains grievance log.

Treasurer

Ensures financial grievance oversight and integrity of investigations.

HR & Governance Committee

Monitors process compliance and recommends systemic improvements.

7. Summary of Grievances – FY 2024–25

Category	No. of Grievances Received	Resolved	Pending	Remarks / Action Taken
Ethical / Professional Misconduct	2	2	0	Both cases involved workplace behavior; resolved through counseling and policy reinforcement.
Financial / Procurement Concerns	8	8	0	Review confirmed no wrongdoing; process improved for supplier vetting.
Volunteer / Caregiver Complaints	3	3	0	Training and supervision protocols enhanced.
Abuse / Safeguarding Issues	0	0	0	—
Data Privacy or Confidentiality	0	0	0	—
Total	6	6 (100%)	0	All grievances addressed satisfactorily within policy timelines.

8. Continuous Improvement

To strengthen trust and accountability, *Hope Ek ASHA* will:

- Conduct **annual grievance awareness training** for all staff and volunteers.
- Publish a **summary of grievances and resolutions** in its Annual Report to ensure transparency.


 (Harish C. Chawla)
 Secretary General
 Hope Ek A.S.H.A.



Hope Ek ASHA – Organizational Risk & Mitigation Plan (FY 2024–25)

Organization Type:

Non-Profit Society registered under the Societies Registration Act XXI of 1860, New Delhi

Mission:

To provide compassionate care for Senior Citizens suffering from Alzheimer's / Dementia and to support their caregivers through counselling, training and awareness.

Governance Risks

Potential Risk	Description	Mitigation Strategy / Plan	Responsible Person / Committee
Board Ineffectiveness	Low engagement, poor attendance, or lack of expertise among board members.	Regular Board meetings, defined roles via Board Charter and annual Board evaluation.	President & Secretary General
Conflict of Interest	Decisions influenced by personal or external interests.	Enforce Conflict of Interest Policy; require annual declarations.	Governance & HR Committee
Policy Non-Compliance	Lack of adherence to internal or statutory policies.	Annual internal compliance review and mandatory policy orientation.	Secretary General & HR Committee


(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.



Financial Risks

Potential Risk	Description	Mitigation Strategy / Plan	Responsible Person / Committee
Funding Instability	Dependence on donations and grants may cause cash flow uncertainty.	Diversify funding sources (CSR, donors, events, small grants) maintain a reserve fund.	CFO & Finance Committee
Fraud or Misappropriation	Unauthorized use of funds or weak financial controls.	Segregation of duties, dual signatory system, internal and external audits.	CFO & Finance & Audit Committee
Budget Overruns	Project or operational expenses exceed approved limits.	Monthly budget tracking, real-time variance analysis, management review.	CFO & Treasurer
Delayed Donor Reporting	Inaccurate or late submission of reports to the funders.	Use standardized donor reporting templates and assign responsibility.	Finance & Programs Committee

Operational Risks

Potential Risk	Description	Mitigation Strategy / Plan	Responsible Person / Committee
Program Delivery Failure	Services not reaching intended beneficiaries due to poor planning or logistics.	Develop detailed project implementation plans; periodic monitoring visits.	Secretary General & Programs Committee
Staff or Volunteer Turnover	Loss of trained caregivers or volunteers.	Strengthen onboarding, provide recognition programs, maintain volunteer pool.	HR & Governance Committee
Health & Safety Risks	Accidents during patient or caregiver sessions.	Implement workplace safety standards, first-aid training, insurance coverage.	Operations Committee
Reputation Damage	Negative media or public perception.	Proactive communication policy, crisis response plan, social media monitoring.	President & Communications Committee

Compliance & Legal Risks

Potential Risk	Description	Mitigation Strategy / Plan	Responsible Person / Committee
Regulatory Non-Compliance	Failure to meet FCRA, Income Tax, or Societies Act requirements.	Annual compliance calendar; external consultant review.	Secretary General & CFO
Data Privacy Breach	Misuse or leakage of personal medical/caregiver data.	Implement Data Protection Policy; restrict access controls; encrypt digital records.	IT Officer & Secretary General
Contractual Disputes	Issues with service providers or partners.	Use standardized agreements vetted by legal advisors.	Secretary General & CFO

Risk Management Framework Summary

Risk Category	Level of Risk	Frequency of Review	Oversight Body
Governance	Medium	Annually	Board of Members
Financial	High	Quarterly	Finance & Audit Committee
Operational	Medium	Bi-Monthly	Programs Committee
Compliance & Legal	High	Annually	Governance Committee


(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.



Hope Ek ASHA

Mechanisms for Ethical Conduct, Conflict of Interest & Integrity Oversight (FY 2024–25)

1. Ethical Framework and Code of Conduct

Hope Ek ASHA operates on a strong ethical foundation, guided by its **Code of Ethics and Professional Conduct**, which sets expectations for honesty, transparency, compassion and accountability in all aspects of its work with senior citizens, caregivers, partners and donors.

The Code applies to **Board Members, Executive Committee, staff and volunteers**. It emphasizes :-

- Respect for human dignity and confidentiality of patients and caregivers.
- Transparency and fairness in decision-making and financial dealings.
- Zero tolerance for corruption, discrimination, or exploitation.
- Obligation to report unethical or unlawful practices through established channels.

The Code of Ethics is reviewed **annually** by the **HR & Governance Committee** and approved by the **Board of Members**.

2. Mechanisms for Advice and Concerns About Ethics

To ensure ethical operations and foster a culture of openness, *Hope Ek ASHA* maintains both **internal** and **external mechanisms** for seeking advice, raising concerns, or reporting suspected misconduct.

a. Internal Mechanisms

- **Ethics and Integrity Desk:**
Staff, volunteers and members can seek confidential advice or raise ethical concerns through **Secretary General** and Monitored by the **President**.
- **Conflict of Interest Declarations:**
All Board Members and Senior Management are required to file **annual declarations** of interest, reviewed by the **Governance Committee**. Any conflict arising during the year must be disclosed immediately.

b. External Mechanisms

- **Independent Advisory Support:**
The organization maintains an external legal and financial advisor to provide independent guidance on compliance and regulatory issues.
- **Public Feedback Channel:**
Beneficiaries, caregivers and the general public may give suggestions through email addressed to the Secretary General which are reviewed in consultation with the President

4. Conflict of Interest Policy

Hope Ek ASHA has a **formal Conflict of Interest Policy** that ensures that all decisions made by Board Members and staff are in the best interests of the organization and its beneficiaries.

Key provisions include:

- Mandatory **annual declaration** of interests by all Board Members and senior staff.
- **Disclosure obligation** for any new potential conflict arising during the year.
- **Recusal** from decision-making where a conflict exists.
- Review and record of all disclosures by the **Governance Committee**, with actions documented in meeting minutes.

5. Continuous Improvement

To strengthen integrity and trust, *Hope Ek ASHA* plans the following actions for the upcoming year:

- Conduct an **annual Ethics & Integrity Awareness Workshop** for staff and volunteers.
- Introduce an **online ethics reporting form** for faster response and transparency.
- Undertake a **biennial external ethics audit** by an independent consultant.


(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.



Hope Ek ASHA

Remuneration Policy for Governing Body and Senior Executives

(Effective FY 2024-25)

1. Purpose

The purpose of this Remuneration Policy is to ensure that the compensation structure for the **Governing Body, Senior Executives**, and key managerial personnel of *Hope Ek ASHA* is:

- Fair, transparent, and consistent with the organization's mission and values.
- Linked to the organization's performance, individual contributions, and resource availability.
- Compliant with applicable laws governing nonprofit and charitable organizations.

2. Guiding Principles

1. **Transparency:** All remuneration and benefits must be approved by the Governing Body and disclosed in financial statements or annual reports.
2. **Accountability:** Payments must align with roles, responsibilities, and measurable outcomes.
3. **Equity:** Remuneration shall be equitable, non-discriminatory, and benchmarked against similar organizations in the nonprofit and healthcare sector.
4. **Performance Linkage:** Variable components, if any, shall be directly tied to both **organizational performance** and **individual achievements**.
5. **No Private Benefit:** As a nonprofit entity, no member shall derive undue personal or financial benefit from the organization.

3. Scope of Application

This policy applies to:

- **Governing Body Members** (President, Vice President, Secretary General, Treasurer, Executive Members)
- **Senior Executives** (Chief Financial Officer, Program Director, Operations Head, HR Head, etc.)
- **Key Managerial Personnel** as defined by the organization's structure.

4. Composition of Remuneration

Component	Applicability	Description
Fixed Pay (Honorarium / Salary)	Senior Executives & select Governing Body roles	A fixed monthly or annual payment based on role complexity, time commitment, and expertise. Governing Body Members may receive an honorarium for specific professional services rendered, subject to Board approval.

Component	Applicability	Description
Variable Pay / Performance-Linked Incentive (PLI)	Senior Executives	Paid annually or semi-annually, based on achievement of key performance indicators (KPIs) — such as program success, fundraising targets, and compliance adherence. The maximum PLI shall not exceed 20% of total annual remuneration.
Allowances / Benefits	Staff & Executives	Includes travel allowance, communication reimbursement, or project-related expenses as per policy. No personal benefits (car, housing, etc.) shall be extended unless specifically approved for project purposes.
Termination / Exit Payments	Senior Executives only	Payable in accordance with applicable employment law or contract terms (normally one to three months' notice or salary in lieu thereof). In cases of proven misconduct, fraud, or gross negligence, the organization reserves the right to recover any bonuses, incentives, or benefits disbursed in the preceding 12 months.

5. Remuneration of Governing Body Members

- The **President, Vice President, Secretary General, Treasurer, and Executive Members** generally serve on a **voluntary, honorary basis**.
- They are **not entitled to fixed remuneration**, but may be reimbursed for legitimate expenses (e.g., travel, communication, or meeting-related costs).
- In special cases, where a member provides **professional or consulting services** beyond their governance duties, such services shall be compensated at **reasonable market rates**, duly approved by the **Finance & Audit Committee** and recorded in meeting minutes.
- All payments shall comply with Section 13(1)(c) of the Income Tax Act (India) and related nonprofit governance norms.

6. Remuneration of Senior Executives

- Salaries shall be determined based on:
 - Job responsibility and market benchmark in the nonprofit/healthcare sector.
 - Qualifications, experience, and performance of the individual.
 - The organization's annual budget and funding commitments.
- Compensation structure to include:
 - **Fixed Pay** – 70–80% of total annual remuneration.
 - **Variable Pay (Performance-Linked)** – up to 20–30%, dependent on individual and organizational KPIs.
- Annual increments shall be based on:
 - Performance evaluation (documented appraisal).
 - Funding situation and Board-approved salary revision.


 (Harish C. Chawla)
 Secretary General
 Hope Ek A.S.H.A.

7. Performance Evaluation and Linkage to Remuneration

a. Organizational KPIs:

- Number of dementia-care beneficiaries served.
- Quality and reach of caregiver training programs.
- Budget utilization and fundraising achievement.
- Audit compliance and zero adverse remarks.
- Beneficiary satisfaction and impact metrics.

b. Individual KPIs:

- Achievement of assigned project goals and operational targets.
- Compliance with organizational policies and ethical standards.
- Leadership and contribution to team development.

c. Review Process:

- Annual performance appraisal conducted by the **President** and reviewed by the **HR & Governance Committee**.
- Recommendations submitted to the **Board of Members** for approval.

8. Approval and Disclosure

- All remuneration decisions must be documented in the **minutes of Board or Committee meetings**.
- Annual financial statements shall disclose total remuneration paid to Governing Body members and Senior Executives under a transparent format.
- The **CFO** is responsible for ensuring compliance with this policy and maintaining remuneration records.

9. Compliance, Review & Amendments

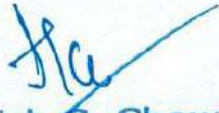
- This policy shall be reviewed **biennially** or earlier if required by regulatory changes or organizational restructuring.
- Any amendment must be approved by the **Board of Members** on the recommendation of the **HR & Governance Committee**.


(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.



10. Responsible Members

Title / Role	Responsibility
President	Approves and oversees implementation of remuneration framework.
Secretary General	Leads annual performance evaluations and ensures policy compliance.
Treasurer	Monitors financial integrity of remuneration and disclosures.
Chief Financial Officer (CFO)	Implements payroll, maintains records, and ensures statutory compliance.
HR & Governance Committee	Reviews remuneration structure and recommends revisions to the Board.


(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.





CERTIFICATE OF REGISTRATION

SOCIETIES REGISTRATION ACT XXI OF 1960

Registration No. S. 40233 of 2001.

I hereby certify that HOPE EK ASHA

located at D-59 GREATER

KAILASH ENCLAVE-II NEW DELHI-110

has been registered under the "SOCIETIES REGISTRATION ACT-XXI of 1960".

Given under my hand at DELHI on this 3RD day
of SEP TWO THOUSAND ONE.

Registration Fee of Rs. 50/- paid.



Registrar of Societies
Delhi

31/9/01
(K. S. MEENA)

REGISTRAR OF SOCIETIES
Govt. of N.C.T. of Delhi.

He
(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.



स्थायी लेखा संख्या /PERMANENT ACCOUNT NUMBER
AAATH2845J



नाम /NAME

HOPE EK ASHA

निगमन/बनने की तिथि /DATE OF INCORPORATION/FORMATION
03-09-2001

Paminder K. Bhatia
THE PARTNER WITH YOU

अवकाश आयुक्त (कंप्यूटर ऑपरेटर)
Commissioner of Income tax(Computer Operators)

MEMORANDUM OF ASSOCIATION

1. NAME OF THE SOCIETY:

The name of the society shall be "Hope Ek A.S.H.A."

2. ADDRESS:

The address of the society shall be D-52, Greater Kailash Enclave-II, New Delhi - 110048.

3. REGISTERED OFFICE:

The registered office of the society shall be situated in the National Capital Territory at Delhi. At present the office will be at D-52, Greater Kailash, Enclave-II, New Delhi - 11 00 48

4. JURISDICTION:

The Society shall operate all over India. However, for legal matters the society shall come under the jurisdiction of the courts in Delhi as office shall remain in the NCT of Delhi.

5. SCOPE:

The Society shall be a secular, non-profit, national, voluntary organization to which other organizations established with similar objectives may seek and secure affiliation.

6. OBJECTIVES:

The society's objectives shall be:-

- To give support, seccour, help and information to families of pers affected by dementia.
- To initiate and encourage formation of chapters of the society, support groups and dementia care centers through out India. Delhi.

SUNIL JOHRY
Secretary
Consumer Grievance Redressal Forum
(BRPL)
Sector-5, Pushp Vihar,
New Delhi - 110 017



(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.



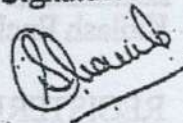
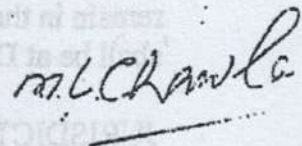
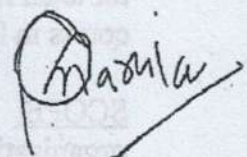
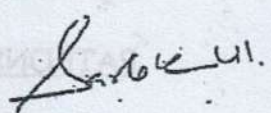
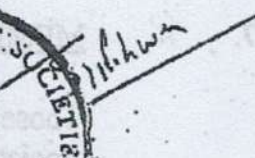
- To do all such things as are incidental or conducive to the attainment of the above objectives or any one of them and other essential activities and services.
- To establish and develop institution for the affected persons and other demented to provide them all types of facilities.
- To raise funds through grants, donations, subscriptions, loans and gifts for the fulfillments of aim and objects of the society.
- To purchase / acquire land and construct building for the objects of the society.
- To manage, sell, transfer, pledge, dispose off or deal with moveable and immoveable properties of the society, keeping in view of the aims and objects of the society.
- All income, earnings, movable / immoveable properties for the society, shall be utilized and applied towards the promotion of its aims and objects only as set forth in the memorandum of associations, and no profit thereof shall be paid or transferred directly or indirectly by way of dividends, profits, or in any manner what so ever to the present or past members of the society or to any person claiming through anyone or more of the present or past members. No member of the society shall have any personal claims on any moveable or immoveable properties of the society or make any profits what so ever by virtue of the membership.






DESIROUS PERSONS

We, the undersignee, are desirous of forming a society namely "Hope Ek A.S.H.A." under the Societies Registration Act XXI of 1860 (Punjab Amendment Act, 1957), as extended to the NCT of Delhi, in pursuance of this Memorandum of Association of the society.

S.No.	Name	Address / Designation	Status	Signature
1.	Dr. Sushma Chawla,	Doctor Professional D-52, GK Encl.-II, New Delhi-110 048.	Founder	
2.	Sh. M.L. Chawla	Retired Railway Services D-52, Greater Kailash Enclave-II, N. Delhi-48	Member	
3.	Sh. Chaman Lal Narula	Retired AGM, United India Insurance Co., 87A, Masjid Moth, Phase-II, DDA Flat, New Delhi	Member	
4.	Mrs. Sarla Kohli	Retired Manager, IDPL G-35, Masjid Moth Delhi	Member	
5.	Sh. Sunil Pahwa	Business - 3C/2 Rohtak Road, Delhi-110005.	New Member	
6.	Sh. Harish Chandra Chawla	Joint Secretary, BBMB, D-II/47, Kaka Nagar, New Delhi-3	Member	
7.	Jasmine Chawla	D-52, G.K. Encl.-II, New Delhi-110048.	Member	

Signatures (1 to 7) are attested
ATTESTED TO BE TRUE COPY

SECRETARY
BEAS CONSTRUCTION BOARD (G.O.I.)
D-II / 47, KAKA NAGAR, NEW DELHI-110003



NOTARY PUBLIC
DELHI (INDIA)



21 NOV 2020

(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.

METHOD TO BECOME MEMBER

Persons desiring to become a member shall apply to President who will enroll the member and the decision will be final. Every member shall have to pay the admission fees / subscription as may be decided by the governing body from time to time.

MEMBERSHIP REGISTER

The Society shall keep register of all its members containing their names, addresses, occupations and designations. The Register shall be up-dated from time to time. The Register shall be open to inspection by any member at the office of the Society during the normal working hours provided he/she must have obtained the written permission of the President of the Society.

MEMBERS RIGHTS AND PRIVILEGES

Every member duly enrolled as a member shall enjoy all rights and privileges, ensured by the Constitution of the Society and the rules framed therein.

GOVERNING BODY AND ITS MEETINGS

The affairs of the Society shall be managed by the Governing Body of the Society, the members of which shall be elected by the General Body of the Society except the President being professional as is required for the best fulfillment of the aims and objects of the society followed by his nominee after his/her death. If the President wishes to replace another professional at his/her place during his/her life time he/she can do so and the same will be communicated to the members within in thirty days of the change. One third of the Members of Governing Body shall retire by rotation every year, but shall be eligible for re-election. The Governing Body shall consist of not less than five members and not more than fifteen members including the office bearers, namely, President, Vice President, Secretary General, Joint Secretary-General and Treasures. The meeting of the Governing body shall be held every three months with 1/3rd quorum. No quorum is necessary for the adjourned meeting. An emergency meeting may be called on twenty-four hours prior notice. However the notice period of the governing body meeting shall be 7 days.



g) To purchase, take on lease, hire or otherwise acquire for the Society and to sell and to let or lease or otherwise use or dispose of or alienate any property (both movable or immovable) rights or privileges which the Society is authorized to acquire or dispose of at such price and/or such consideration and on such terms and conditions as they think fit and also to construct, built, operate, manage, develop, alter, repair or demolish any type of building(s) construction(s) or operation and to carry on any or all transactions of whatsoever nature, financial or otherwise relating to on affecting the properties of the Society.

h) To institute, conduct, defend, compound or abandon any legal proceedings by or against the Society or otherwise concerning the affairs of the Society and also to compound and allow time for payment or satisfaction of any debts, claims, demands, by or against the Society and to submit to arbitration any dispute in which the Society is involved.

i) To appoint agent(s) or attorney (s) for any specific and/or general purpose relating to the business (es) transaction(s) of the Society.

j) Consideration and approval of the Budget for the following year.

k) The vacancy if any in the governing body, caused by, due to any reasons shall be filled up by the governing body.

l) Generally to do such acts or things as they may consider necessary or expedient for the purpose of carrying out objects of the Society.

OFFICE BEARERS:

a) **The President:** The President shall preside over all the meetings of the Governing Body and the General Body of the Society. He shall be responsible for the overall supervision and management of the society.

b) **The Vice President:** The Vice President shall act as President in the latter's absence and shall assist to the President in the area delegated by the president.



- c) **The Secretary General:** The Secretary General shall convene meetings of the Governing Body and the General Body of the society as also other special meetings. The minutes of the proceedings of every meeting shall be recorded / pasted by the Secretary General in the minutes book. He shall be responsible for all the correspondence of the society and the safe keeping of all documents and assets of the society. He shall present the society's annual report to the General Body of the Society.
- d) **The Joint Secretary General:** The Joint Secretary General shall undertake tasks delegated to him by the Secretary General.
- e) **The Treasurer:** The Treasurer shall be responsible for all the finances of the society subject to the directions of the Governing Body. He shall submit account regularly and prepare and present annual accounts to the appropriate bodies. He shall cause the accounts of the Society to be audited annually.

THE GENERAL BODY:

- a) The General Body shall presently comprise 7 members Mentioned in Sr.No.8 of the memorandum of Associations.
- b) The ultimate authority in all matters relating to the administration of the society shall be the Governing Body of the society consisting of its office bearers and executive members. They shall meet from time to time and in any case at least once a year to review the working of the society. A resignation of membership shall be tendered to the President and shall not take effect until it is accepted by the President.

MEETING OF THE GENERAL BODY OF THE SOCIETY

The general body shall meet as often as is considered necessary by the President but not less than once a year. In the absence of the President, the Vice President will act as the President and shall undertake tasks delegated to him by the President. The quorum for the meeting shall be five.

ATTESTED TO BE TRUE COPY

SECRETARY

BEAS CONSTRUCTION BOARD (G.O.I.)
D-11 / 47, KAKA NAGAR, NEW DELHI-110003



DISSOLUTION OF SOCIETY:

In case the society is to be dissolved, the approval of $\frac{3}{4}$ of the number of members present in the extra ordinary meeting of the General Body of the society, convened specifically for this purpose, shall be obtained; In this event the assets of the society, after disbursing the liabilities then prevailing, shall be entrusted with any other society having similar objectives or vest with government. The dissolution shall be as per section 13 & 14 of the Society Registration Act 1860 applicable to NCT of Delhi.

15. AMENDMENT TO RULES AND REGULATIONS:

Amendment to these rules and regulations may be made at an annual meeting or an extra ordinary meeting of the General Body of the society specially convened for this purpose provided at least $\frac{3}{4}$ of the number of members present vote in favour of such amendment. Any amendment made to the memorandum, rules and regulations shall be made as per Section 12 & 12A of the Society Registration Act, 1860 as applicable to NCT of Delhi and shall be communicated to the Registrar of Societies with in thirty days of approval.

16. THE TREASURER:

The Governing Council will appoint a full time treasurer who will be responsible to the President.

- (a) He shall attend all meetings of the general body and governing body unless prevented by illness or excused by its President/Chairman and will supply such information on accounts and finances of the Society, as may be required.
- (b) He shall be responsible for ensuring that all contributions by beneficiaries and the Society's fund funds are kept as per directions. He will ensure proper and due precautions for the safe custody of cash, cheque books, seal and securities of the Society and deposit the money received into the Society's Bank Account without delay.

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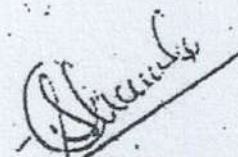
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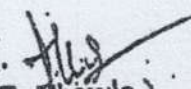


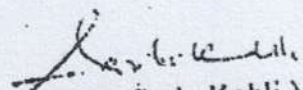
SUITS BY AND AGAINST THE SOCIETY:

For the purpose of Section 6 of the Societies Registration Act XXI of 1860, the Secretary General of the Society is the person who may sue or be sued in the name of the Society. All the provisions of the Societies Registration Act (XXI of 1860), as extended to the National Capital Territory of Delhi, shall apply to the society.

"Certified that this is the correct copy of the Rules and Regulations of the Society."


(Dr. Sushma Chawla)
President


(H. C. Chawla)
Secretary-General


(Mrs. Sarla Kohli)
Treasurer

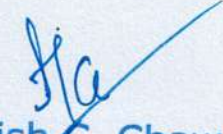


— SECRETARY
BEAS CONSTRUCTION BOARD (G.O.I.)
D-11 / 47, KAKA NAGAR, NEW DELHI-110003



ATTESTED
NOTARY PUBLIC
DELHI (INDIA)

21 NOV 2020


(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.





NITI Aayog, Government of India

About Us

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Apply Grant

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Registration Progress

100% Completed

You Have Successfully submitted the required information for generating Unique id,
You may proceed to generate Unique Id by pressing following Button

YOUR UNIQUE ID: DL/2018/0198082


(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.



Hope Ek A.S.H.A.

Unique Id of VO/NGO	DL/2018/0198082
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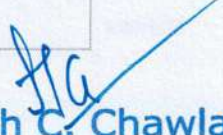
Registration Details

Registered With	Registrar of Societies
Type of NGO	Registered Societies (Non-Government)
Registration No	40233
Copy of Registration Certificate	Available
Copy of Pan Card	Available
Act name	XXI of 1860
City of Registration	New Delhi
State of Registration	DELHI
Date of Registration	03-09-2001

Members

Name	Designation	Pan	Aadhaar
Sushma Chawla	President	Available	Available
Harish Chandra Chawla	Secretary	Available	Available
Chaman Lal Narula	Vice President	Available	Available
Rita Sehgal	Joint Secretary	Available	Available
Sarla Kohli	Treasurer	Available	Available
Jasmine Sinha	Executive Member	Available	Available
Suresh Chander Kalra	Member	Available	Available
Benu Bhargava	Member	Available	Available
Charanjeet Kaur	Event Manager	Available	Available
Arun Kumar Trehan	Patron	Available	Available
Kamlesh Chandra Jaju	Member	Available	Available
Sunil Kumar Pahwa	Member	Available	Available
Neeraj Kumar Singla	Member	Available	Available




(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.

Sector/ Key Issues

Key Issues	Aged/Elderly,Any Other
Operational Area-States	DELHI, RAJASTHAN, UTTAR PRADESH, DELHI, WEST BENGAL
Operational Area-District	DELHI->South, RAJASTHAN->Alwar, Jaipur , Tonk , UTTAR PRADESH->Hapur, Noida, DELHI->South West, South East Delhi, WEST BENGAL->Kolkata

FCRA details

FCRA Available	FCRA Registration no.
Available	231661810

Details of Achievements

My mother suffered Memory Loss. I was carer for her for 5 years. After my mother passed away I alone started visiting such patients caregivers for medical and moral support. Some caregivers joined me. A support group was formed in Dec. 2000 On 03.09.2001 group was registered to take care of Senior Citizens suffering from Dementia Memory Loss and their caregivers, have completed 18 years in service of humanity. Major activities are Mass Awareness, Home Care Memory Clinic and Online Support.

Source of Funds

Department Name	Source	Finacial Year	Amount Sanctioned	Purpose
Not Specified	Any Other	2016-2017	Not Specified	Not Applicable
Not Specified	Any Other	2015-2016	Not Specified	Not Applicable
Not Specified	Any Other	2014-2015	Not Specified	Not Applicable
Not Specified	Any Other	2017-2018	Not Specified	Not Applicable

Contact Details

Address	D52, Greater Kailash Enclave 2 (Opposite DT Savitri Cinema)
City	New Delhi
State	DELHI
Telephone	Not Available
Mobile No	9810034342
Website Url	http://www.hopeekasha.org (http://www.hopeekasha.org)

United Nations



Nations Unies

NON-GOVERNMENTAL ORGANIZATIONS BRANCH
OFFICE OF INTERGOVERNMENTAL SUPPORT AND COORDINATION FOR SUSTAINABLE DEVELOPMENT
25th Floor Secretariat Building, United Nations, New York, N.Y. 10017
Telephone: (212) 963-8652; Fax: (212) 963-9248
Website: www.un.org/ecosoc/ngo Contact: www.un.org/ecosoc/ngo/contact

26 July 2018

Dear NGO Representative,

Subject: Follow-up to the decision of the Economic and Social Council

I am pleased to inform you that the Economic and Social Council (ECOSOC) at its Coordination and management meeting of 24 July 2018 adopted the recommendation of the Committee on Non-Governmental Organizations (NGOs) to grant **Special** consultative status to your organization, **Hope Ek ASHA**. Please accept our heartfelt congratulations.

Consultative status for an organization enables it to actively engage with ECOSOC and its subsidiary bodies, as well as with the United Nations Secretariat, programmes, funds and agencies in a number of ways. In order to better understand this relationship, we take this opportunity to provide some critical information about the **privileges** that consultative status with ECOSOC confers on your organization, as well as the **obligations** that your organization will be required to meet under this relationship. **We therefore urge you to take the time to carefully review the information provided below.**

A. Privileges and benefits of consultative status

1) ECOSOC Resolution 1996/31

- Arrangements for consultations with NGOs are regulated by ECOSOC resolution 1996/31, adopted by the Council on 25 July 1996. Please review the entire resolution at: <http://csonet.org/content/documents/199631.pdf> for detailed information. It provides information on ways to participate in the work of the Council, including opportunities to organizations such as yours to consult with Member States and the United Nations system at large, based on the nature and scope of work that your organization undertakes. Consultative relationship with NGOs also enables the Council or one of its bodies to seek expert information or advice from organizations with special competence in a subject matter;

Hope Ek ASHA
D-52
Grater Kailash Enclave - II
New Delhi-110048
India




(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.

FORM NO. 10AC

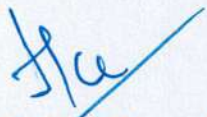
(See rule 17A/11AA/2C)

Order for registration

1	PAN	AAATH2845J
2	Name	HOPE EK ASHA
2a	Address	
	Flat/Door/Building	D-52
	Name of premises/Building/Village	Greater Kailash Enclave-II
	Road/Street/Post Office	Greater Kailash Part II
	Area/Locality	Greater Kailash Part II
	Town/City/District	SOUTH DELHI
	State	Delhi
	Country	INDIA
	Pin Code/Zip Code	110048
3	Document Identification Number	AAATH2845JE2001501
4	Application Number	648175900071021
5	Unique Registration Number	AAATH2845JE20015
6	Section/sub-section/clause/sub-clause/proviso in which registration is being granted	01-Sub clause (i) of clause (ac) of sub -section (1) of section 12A
7	Date of registration	15-10-2021
8	Assessment year or years for which the trust or institution is registered	From AY 2022-23 to AY 2026-2027
9	Order for registration:	
	a. After considering the application of the applicant and the material available on record, the applicant is hereby granted registration with effect from the assessment year mentioned at serial no 8 above subject to the conditions mentioned in row number 10.	
	b. The taxability, or otherwise, of the income of the applicant would be separately considered as per the provisions of the Income Tax Act, 1961.	
	c. This order is liable to be withdrawn by the prescribed authority if it is subsequently found that the activities of the applicant are not genuine or if they are not carried out in accordance with all or any of the conditions subject to which it is granted, if it is found that the applicant has obtained the registration by fraud or misrepresentation of facts or it is found that the assessee has violated any condition prescribed in the Income Tax Act, 1961.	
10	Conditions subject to which registration is being granted	
	The registration is granted subject to the following conditions:-	
	a. As and when there is a move to amend or alter the objects/rules and regulations of the applicant, prior approval of the Commissioner of Income Tax shall be sought along with the draft of the amended deed and no such amendment shall be effected until and unless the approval is accorded.	



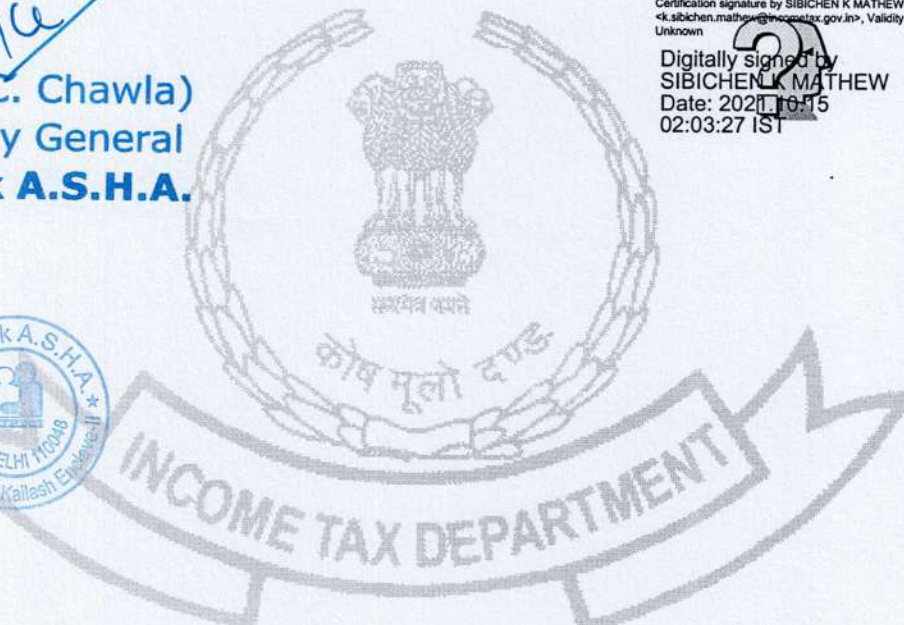
	p. All the Public Money so received including for Corpus or any contribution shall be routed through a Bank Account whose number shall be communicated to Office of the Jurisdictional Commissioner of Income Tax. q. The applicant shall comply with the provisions of the Income Tax Act, 1961 read with the Income Tax Rules, 1962. r. The registration and the Unique registration number has been instantly granted and if, at any point of time, it is noticed that form for registration has not been duly filled in by not providing, fully or partly, or by providing false or incorrect information or documents required to be provided under sub-rule (1) or (2) of rule 17A or by not complying with the requirements of sub- rule (3) or (4) of the said rule, the registration and Unique Registration Number (URN), shall be cancelled and the registration and URN shall be deemed to have never been granted or issued.		
	<table border="1"> <tr> <td data-bbox="300 555 922 710">Name and Designation of the Registration Granting Authority</td><td data-bbox="922 555 1422 710">Principal Commissioner of Income Tax/ Commissioner of Income Tax (Digitally signed)</td></tr> </table>	Name and Designation of the Registration Granting Authority	Principal Commissioner of Income Tax/ Commissioner of Income Tax (Digitally signed)
Name and Designation of the Registration Granting Authority	Principal Commissioner of Income Tax/ Commissioner of Income Tax (Digitally signed)		


(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.



Certification signature by SIBICHEN K MATHEW
<k.sibichen.mathew@income-tax.gov.in>, Validity
Unknown

Digitally signed by
SIBICHEN K MATHEW
Date: 2021.10.15
02:03:27 IST



a. No change in the deed of the applicant trust/society/non profit company or any of its bye-laws shall be affected without the due procedure of law and the approval of the Competent Authority as per provisions of law and its intimation shall be given immediately to Office of the Jurisdictional Commissioner of Income Tax and to the Assessing Officer.

b. Any change in the trustees or address of the applicant trust/society/non-profit company shall be intimated forthwith to Office of the Jurisdictional Commissioner of Income Tax and to the Assessing Officer.

c. The applicant trust/society/non profit company shall maintain its accounts regularly and also get them audited as per the provisions of section 80G(5)(iv) read with section 12A(1)(b)/10(23C) of the Income Tax Act, 1961.

d. Certificate of donation shall be issued to the donor in form no 10BE, as per the provisions of rule 18AB.

e. No cess or fee or any other consideration shall be received in violation of section 2(15) of the Income Tax Act, 1961.

f. The trust/society/non profit company shall file the return of income of its trust/society/non profit company as per the provisions of section 139(1)/(4A)/(4C) of the Income Tax Act, 1961.

g. The approval granted through this order shall apply to the donations received only if the applicant trust/society/non profit company, established in India for charitable purpose, fulfills the conditions laid down in section 80G(5) of the Income Tax Act, 1961 and the religious expenditure does not exceed the limit specified in section 80G(5B) of the said Act.

h. If the applicant trust/ society/ non-profit company derives any income, being profits and gains of business, it shall maintain separate books of account in respect of such business as provided in section 80G(5)(i) of the Income Tax Act, 1961. Further, any donation received by the applicant shall not be used, directly or indirectly, for the purposes of such business and a certificate shall be issued to every person making a donation to the effect that the applicant maintains separate books of account in respect of the business and the donation received by it will not be used, directly or indirectly, for the purpose of the business.

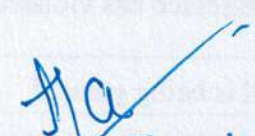
i. The applicant shall comply with the provisions of the Income Tax Act, 1961 read with the Income Tax Rules, 1962.

j. The approval and the Unique registration number has been instantly granted and if, at any point of time, it is noticed that form for approval has not been duly filled in by not providing, fully or partly, or by providing false or incorrect information or documents required to be provided under sub-rule (1) or (2) of rule 11AA or by not complying with the requirements of sub- rule (3) or (4) of the said rule, the approval and Unique Registration Number (URN), shall be cancelled and the approval and URN shall be deemed to have never been issued or granted.

Name and Designation of the Approving Authority

Principal Commissioner of Income Tax/ Commissioner of Income Tax

(Digitally signed)


(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.



Certification signature by SIBICHEN K MATHEW
<k.sibichen.mathew@income-tax.gov.in>, Validity
Unknown


Digitally signed by
SIBICHEN K MATHEW
Date: 2022.04.16
18:12:54 IST

FORM NO. 10AC

(See rule 17A/11AA/2C)

Order for provisional approval

1	PAN	AAATH2845J
2	Name	HOPE EK ASHA
2a	Address	
	Flat/Door/Building	D-52
	Name of premises/Building/Village	Greater Kailash Enclave-II
	Road/Street/Post Office	Greater Kailash Part II
	Area/Locality	Greater Kailash Part II
	Town/City/District	SOUTH DELHI
	State	Delhi
	Country	INDIA
	Pin Code/Zip Code	110048
3	Document Identification Number	AAATH2845JF2022101
4	Application Number	583617400090422
5	Unique Registration Number	AAATH2845JF20221
6	Section/sub-section/clause/sub-clause/proviso in which provisional approval is being granted	12-Clause (iv) of first proviso to sub-section (5) of section 80G
7	Date of provisional approval	16-04-2022
8	Assessment year or years for which the trust or institution is provisionally approved	From 16-04-2022 to AY 2025-2026
9	Order for provisional approval:	
	a. After considering the application of the applicant and the material available on record, the applicant is hereby granted provisional approval with effect from the assessment year mentioned at serial no 8 above subject to the conditions mentioned in row number 10.	
	b. The taxability, or otherwise, of the income of the applicant would be separately considered as per the provisions of the Income Tax Act, 1961.	
	c. This order is liable to be withdrawn by the prescribed authority if it is subsequently found that the activities of the applicant are not genuine or if they are not carried out in accordance with all or any of the conditions subject to which it is granted, if it is found that the applicant has obtained the provisional approval by fraud or misrepresentation of facts or it is found that the assessee has violated any condition prescribed in the Income Tax Act, 1961.	
10	Conditions subject to which provisional approval is being granted	
	The provisional approval is granted subject to the following conditions:-	





GOVERNMENT OF INDIA
MINISTRY OF CORPORATE AFFAIRS
OFFICE OF THE REGISTRAR OF COMPANIES

Dated : 14-06-2021

NOTE - THIS LETTER IS ONLY AN APPROVAL FOR REGISTRATION OF THE ENTITIES FOR UNDERTAKING CSR ACTIVITIES.

To,
HOPE EK ASHA , D-52,Grater Kailash Enclave-II,NEW DELHI,DL07,DL,110048

PAN : AAATH2845J

Subject: In Reference to Registration of Entities for undertaking CSR activities

Reference: Your application dated 14-06-2021 (SRN-T22913206)

Sir/Madam,

With reference to the above, it is informed that the entity has been registered for undertaking CSR activities and the Registration number is CSR00008744. Please refer the registration number for any further communication.



Registrar of Companies

Note: The corresponding form has been approved and this letter has been digitally signed through a system generated digital signature.

No. 0300000712023
Government of India
Ministry of Home Affairs
Foreigners Division
(FCRA Wing)

1st Floor, Hall No. 1, Open Gallery Major Dhyan Chand
National Stadium
India Gate Circle

Dated: 05-12-2023

To,
The Chief Functionary,
Hope Ek A.S.H.A.
D - 52, Greater Kailash Enclave - II, New Delhi 110048

Subject: Renewal of Registration under Foreign Contribution (Regulation) Act,

Sir/Madam

With reference to your application dated **27-06-2023** seeking renewal of registration under the Foreign Contribution (Regulation) Act, 2010, I am directed to convey the approval of competent authority for renewal of registration of your Association in terms of the provisions contained in Section 16 of Foreign Contribution (Regulation) Act, 2010 read with Rule 12 of Foreign Contribution (Regulation) Rules, 2011 as amended from time to time, as follows:-

Registration Number **231661810**

Nature : **Social**

2. The association shall receive foreign contribution only in its designated/exclusive bank account **38187415658** in **STATE BANK OF INDIA, 11 Sansad Marg, New Delhi 110 001, NEW DELHI, Delhi, Delhi, 110001** as mentioned in its application for online application for grant of renewal of registration.
3. In terms of section 18 of the Foreign Contribution (Regulation) Act, 2010 read with Rules 17 of the Foreign Contribution (Regulation) Rules, 2011, as amended from time to time, you are advised to furnish intimations online within the prescribed time to the Central Government of the amounts of each foreign contribution received by you, the source and the manner in which the foreign contribution was utilised, as per the provisions of the Act and the Rules. An association is required to furnish the return even when the particulars are 'NIL'. The FC-4 form is required to be submitted online on this Ministry's website <https://fcraonline.nic>. The Bank Account mentioned in your application should be used for receiving foreign contribution and no other amount should be credited to this account. The Association should immediately intimate online, within 15 days, in Form FC-6 to this Ministry regarding any change in the name of the Association, aims and objects, its address and Bank/Bank Account.
4. The association cannot bring out any publication (registered under PRB Act, 1867) or act as correspondent, columnist, editor, printer or publisher of a registered newspaper or engage in the production or broadcast of audio news or audio visual news or current affairs programmes through electronic mode or any other electronic form or any other mode of mass communication at a later stage thereby attracting provisions of the Section 3(1) (g) and (h) of the FC(R) Act, 2010. In addition to this, the association is forbidden from getting involved in any activity of political nature.
5. Transfer of foreign contribution has been made completely prohibited under amended section 7 of the Foreign Contribution (Regulation) Act, 2010.
6. Physical inspection of the activities done by the Association may be carried out at any time by this Ministry.

(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.

7. You are requested to familiarize yourself with the provisions of Foreign Contribution (Regulation) Act, 2010 and Foreign Contribution (Regulation) Rules, 2011, as amended from time to time, available at this Ministry's website <https://fcraonline.nic.in/> to ensure strict compliance of the Act/ Rules. Failure to comply with any of the provisions of said Act/ Rules will make you liable for action under the relevant provisions of the Foreign Contribution (Regulation) Act, 2010.
8. This renewed certificate is valid for a period of five years with effect from **04-01-2024**.
9. The email containing the renewed registration certificate may be sent immediately to the Bank mentioned above.
10. The renewal of registration is subject to compliance of the provisions of Foreign Contribution (Regulation) Act, 2010/ Foreign Contribution (Regulation) Rules, 2011, as amended from time to time, by the association and also to the final outcome of enquiry/ case, if any, pending against the association.
- 10B .
11. This is a digitally signed certificate to be validated digitally using the signature panel using Adobe Acrobat Reader (Ver 5.0 or above). The digital intimation is authenticated by a digital signature obtained from a certifying authority under the Information Technology Act 2000.
12. Banks are requested to verify online the validity of the certificate using fcraonline.nic.in.

Yours faithfully

Binod Kumar
Under Secretary
Tel. 01123070230


(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.



Digitally signed by BINOD KUMAR
Reason: Online FCRA Services
Location: Ministry of Home Affairs, New Delhi
Date: 2023.12.05 12:36:18 +05:30

(Harish C. Chawla)
Secretary General
Hope Ek A.S.H.A.



CERTIFICATE

This is to Certify that the Guidance of Social Responsibility of

HOPE EK A.S.H.A.

D-52, GREATER KAILASH ENCLAVE-II, NEW DELHI-110048, INDIA
B-534, NEW FRIENDS COLONY, NEW DELHI-110025, INDIA

Has been independently assessed and is compliant with the requirements of

ISO 26000:2010

This certificate is applicable to the following product or service ranges :

Cognitive Rehabilitation of Persons with Dementia, A.S.H.A. – Affectionate Secured Home for Alzheimer's (A Day Care & Residential Care Facility), Mass Awareness Programmes, Memory Clinics for Early Detection of Dementia / Alzheimer's, Skilling of Caregivers (Family & Professionals) to Manage Dementia Patients Effectively and Geriatric Care.

:: Certificate No :: IQMCB0801A

Date of initial registration

26th September, 2025

Date of this certificate

26th September, 2025

Surveillance audit on or before

25th September, 2026

Certificate Expiry / Recertification Due

25th September, 2028

This Certificate is property of International Quality Management Certification Board, USA and Assessment and Evaluation done by Starwiz Quality Certification Private Limited, India Certifications and remains valid subject to satisfactory surveillance audits.

Director

For verification and updated information concerning the present certificate. This Certificate is the property of International Quality Management Certification Board, USA and shall be returned immediately when demanded



International Quality Management
Certification Board, USA

16192 Coastal Hwy, DE 19958, United States

Phone : +1 302-645-7400

E-mail : info@iqmcbusa.org Web : www.iqmcbusa.org

