



**Republic of Yemen**

**Bena Charity for Human Development**

**Regulations of Providing Services to the  
Beneficiaries**

## **Regulations of Providing Services to the Beneficiaries**

### **Introduction**

Bena Charity for Human Development seeks to excellence and innovation in its programs and services to keep pace with its vision and mission including the comprehensiveness of the services offered to the beneficiaries namely, the orphans and widows and so on . The aim of this list of regulations is to achieve transparency and fairness in providing the service, as the social research conducts office and field investigations of beneficiaries to check their conditions and identify their needs through specialized social research team and procedures which are always subject to review and continuous updating to make sure of the need of target groups and smoothness of delivering the Charity services to them. To achieve that, Bena Charity seeks to provide its service through electronic exchange cards for cash, food, clothing and school supplies.

Accordingly, this list of regulations has been developed to organize the Charity work according to clear and easy guidelines and standards for employees as well as the beneficiaries of Charity services.

The Charity will announce these services to users through the website of the Charity as well as by social research in order to achieve the aspirations of the beneficiaries and obtain their satisfaction with the Charity and its programs and services.

### **Regulations of family conditions**

#### **First: the beneficiaries of the Charity services**

The Charity provides services to the families of orphans who have lose their fathers and whose sons become orphans, according to the following classification:

#### **Orphans:**

1. Male: from birth to the age of eighteen
2. Female: from birth to the age of eighteen

#### **Widows**

The Charity provides services for widows who have orphans according to these conditions:

- 1 .To have children and live with them in the same house.
2. To be unmarried.
3. not to be an employee or a pension holder

### **The mentally ill and disabled (orphans and non-orphans) :**

The Charity takes care of psychiatrists patients and disabled (orphans and non-orphans) on the condition:

- 1 .To have brothers who are not adults yet.
- 2 . Bring a medical report from a government authority proving the type of disability and inability to work . As for psychiatric patients, they are required to bring a formal updated report from a government mental health hospital and copies are not accepted. The orphans who exceed the age limit are deprived from the aid and converted them to the authorities that could provide them with services commensurate with the state of their health. However, the administration of Charity can give exceptions to some special cases provided that the exception should have a definite period and be approved in writing only by the general manager of the Charity based on the recommendations of the manager of sponsorships. The department of sponsorships has the responsibility of following up the exception in terms of the start date and completion date .

### **Second: the required documents for submitting applications to the Charity:**

Preliminary documents when submitting the application

- 1 . Birth certificate of orphan ( the original is wanted for verification)
- 2 . A copy of the death certificate of the father (the original is wanted for matching)

The following documents are required when the application is accepted by the Charity

1. A copy of orphans' school certificates.
- 2 A copy of the last rent receipt if the house is rented ( the original is wanted for verification.)

### **Follow-up the family**

Each target family is visited twice a year in order to get a clear picture and comprehensive updated information about the family status and follow its conditions socially, economically and educationally. During the visit, the social researcher takes down the notes and comments related to the family as well as the various measures taken, services provided and activities involved. Based on these notes, the needs are determined.

### **Third: The classification of families benefiting from the Charity services**

Classification of beneficiaries of the Charity services is needed for the purpose of determining the size and type of service provided to the beneficiary. The beneficiaries are classified into categories according to family income, the number of members and the ownership of the housing based on the field report of the social researcher. And these categories are as follows:

#### Category A

The family which is in a dire need and whose net monthly income for per individual does not exceed twenty thousand riyals .

#### Category B

The family whose net monthly income for per individual does not exceed forty thousand riyals

#### Category C

The family whose net monthly income for per individual does not exceed fifty thousand riyals

### **Fourth: The conditions and procedures of providing the service**

Classification of services offered to the beneficiaries and models of social research are as follows:

#### First, basic services

It include services that the Charity is committed to provide for each member of the beneficiaries in category (a, b, c) according to what the Charity deems appropriate in terms of the mechanism and time of service (monthly or periodically ). These services include :

- 1 . Food service
- 2 . Cash assistance
3. Eid clothing
- 4 . Feasts of Eid
- 5 . School bags

These services are submitted to the beneficiaries in accordance with the regulations and statutes of the Charity and based on its available financial resources for these items.