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## Develop Project-level Standard Operating Procedures (SOP)

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A standard operating procedure (SOP) is a set of step-by-step instructions created to help IOM staff members carry out a CBI and should outline the roles per person or per unit for each task. Project-level SOPs can only be established once the FSP is contracted, the delivery mechanism is selected and there is agreement on how the payment cycle will operate.

SOPs describe the programmatic objective and/or purpose of the intervention and its details. They will also describe the assistance conditionality (with rationale), selected modality (with rationale) and refer to supporting assessments used to make these decisions. SOPs for CBI will specifically explain the transfer value, how it was calculated and the frequency of transfers, with a brief justification, alongside the delivery mechanism and any restrictions. **While IOM has organization-level SOPs, each project will require its own set of SOPs.**

In case the SOPs cover several projects requiring different designs, split this section into several subsections, each explaining the design of the CBI for a specific project. For example:

- Subsection 1 will be Project A, funded by donor X, and is about Cash-for-Work to rehabilitate communal WASH facilities, so it is conditional but not restricted and the money is transferred to the beneficiaries through the post office. More details needed.
- Subsection 2 will be Project B, funded by donor Y, and is about multipurpose cash assistance that is unconditional and not restricted and the money is transferred to the beneficiaries through a money transfer agency. More details needed.

[Template CBI SOP Examples of partial and full project-level SOPs](#)

### **5.3.1 Internal Coordination**

During the set-up phase, internal coordination for each step should be outlined in roles and responsibilities between staff members, offices (country, regional and Headquarters, if applicable) and with service providers or implementing partners. Established responsible parties should be identified in the SOPs under each task.

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