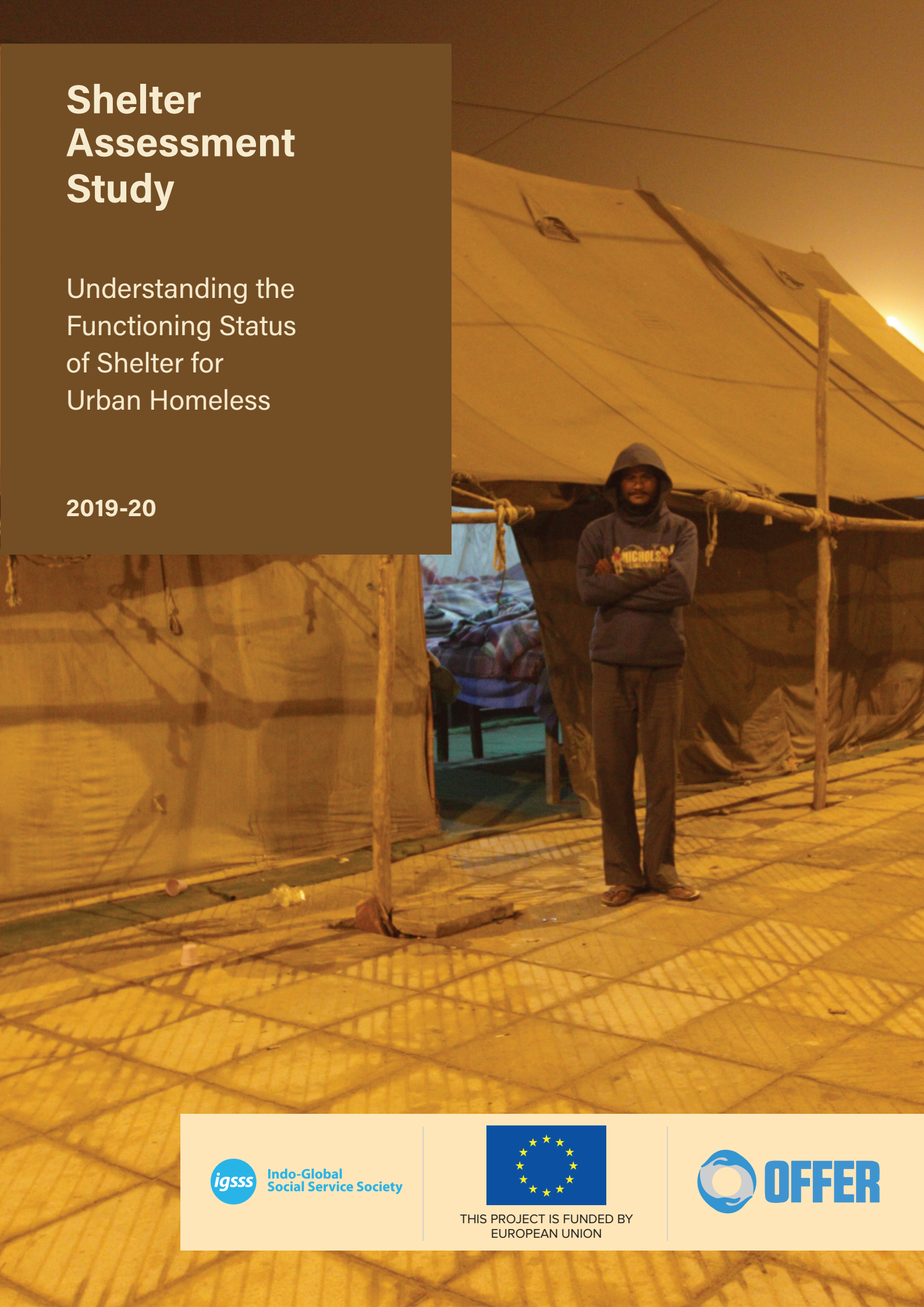


Shelter Assessment Study

Understanding the
Functioning Status
of Shelter for
Urban Homeless

2019-20



Indo-Global
Social Service Society



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Abbreviations

DAY – Deendayal Antyodaya Yojana

IGSSS – Indo Global Social Service Society

IMPRI – Impact and Policy Research Institute

MIS – Management Information Systems

NCRB – National Crime Records Bureau

NULM – National Urban Livelihoods Mission

OFFER – Organization Functioning for Eytham's Respect

SMC – Shelter Management Committee

STMA – Shelter Training and Management Agency

SUH – Shelter for Urban Homeless

ULB – Urban Local Body

WASH – Water, Sanitation and Hygiene

Chapter 1: INTRODUCTION

The Shelter Assessment Study 2019-20 is done under the Enabling Inclusive Cities for Homeless (Project funded by European Union, carried out by Impact and Policy Research Institute (IMPRI) and implemented by Indo Global Social Service Society (IGSSS) and Organization Functioning for Eytham's Respect (OFFER). The aim of this study is to establish the benchmarks to address the implementation status of DAY NULM-SUH and role played by the shelter residents and Shelter Management Agencies.

The study has accessed the secondary source: MIS Database of SUH DAY NULM (November 2019) and collected primary data from the shelters. With the access to secondary source, the categories of the shelter, details of non-NULM component, budget component i.e. funding given to the cities and the states and the utilisation, urban statistics, and physical and financial targets under the SUH component of DAY NULM were gathered. Primary data has been gathered concerning the general information of the shelter, accessibility and physical infrastructure, equipment and fixtures condition, display information, retirement or resting facilities & maintenance, cleanliness & water, sanitation and hygiene (WASH) condition, manpower allocation, safety & security, outreach & other facilities, records maintained and occupancy, entitlements, linkages & training, welfare measures, feedbacks & opinion by staff and comments by field investigators. In addition, the study specially focussed on the availability of women shelters in the cities and the facilities provided at those shelters.

As per the NULM guidelines¹, **Women shelters** are for the exclusive use for women in terms of its location, design, services and support systems, and could be designed to cater to the needs of women

WHAT FACILITIES A SHELTER MUST BE EQUIPPED WITH

*Open 24*7 accessibility*
Common kitchen space
Weather proof structure
No major repairs required in the shelter
Availability of electricity
TV sets (functional)
Fans (functional)
Direction boards outside shelter
Instruction and information flexi board
Emergency contact details board
All weather proof retirement rooms (general)
Toilets (inside the shelter)
Piped water supply from local authority
Availability and adequacy of water for drinking and other/non-drinking purpose
Ro-system/water purifier
Hand wash facility with soap
Cleaning material (disinfectant and other materials)
No stagnation of water in the premises
First aid box
Working fire extinguisher
CCTV camera facilities

Source: NULM Guidelines available at
https://nulm.gov.in/PDF/NULM_Mission/NULM-SUH-Guidelines.pdf

¹ NULM Guidelines available at https://nulm.gov.in/PDF/NULM_Mission/NULM-SUH-Guidelines.pdf

and their dependent children. In every ULB, no matter how small the populace, at least one such shelter for women would be constructed.

Family Shelters are for families living on the streets, and it may be provided with a special design for privacy, with shared common spaces.

Special Shelters takes into account the special needs for different segments of homeless persons, such as old persons without care, mentally or physically challenged, recovering patients and their families, attendants of the patients admitted in hospitals, etc. To all such people, special shelters may be provided.

In the 14 surveyed cities, out of 138 shelters, there are 81 General, 35 Men, 20 Women, 2 Special shelters.² There are no family shelters in these 14 cities. Such a smaller number of Women, Family, and Special shelters have left homeless women from all age groups vulnerable to various kinds of issues, exploitation and harassment.

Table 1: Number of Shelters (Category Wise) in surveyed 14 cities

Number of Shelters category wise (General, Men, Women, Special, Family)						
City	General	Men	Women	Special	Family	Total
Guntur	0	6	0	0	0	6
Vijayawada	2	13	0	0	0	15
Vishakhapatnam	6	2	0	0	0	8
Gaya	4	0	0	1	0	5
Muzaffarpur	8	0	0	0	0	8
Patna	2	1	0	0	0	3
Dhanbad	3	0	0	0	0	3
Jamshedpur	5	7	0	0	0	12
Ranchi	9	4	2	0	0	15
Greater Mumbai	5	2	14	1	0	22
Nashik	6	0	0	0	0	6
Pune	4	0	3	0	0	7
Coimbatore	4	0	0	0	0	4
Madurai	23	0	1	0	0	24
Total	81 (58.69%)	35 (25.36%)	20 (14.49%)	2 (1.44%)	0 (0%)	138 (100%)

The interlinkage between violence against women and women's right to adequate housing is well established around the world. Lack of adequate housing can make women more vulnerable to various forms of violence and, conversely, violence against women can lead to the violation of women's rights

to adequate housing³. Indian city streets are extremely unsafe for women, with rape, theft, murder, kidnapping, sexual exploitation and gender-based violence being common.⁴ Among homeless women there are two categories of women: one that stay with their family and the other those who are without any family. Homeless women without any family are among the most vulnerable.⁵ While all homeless women suffer multiple forms of abuse, gender-based violence and discrimination, there are certain groups within homeless women who are even more vulnerable. These include: women with disabilities and mental health problems; single women and single homeless mothers; women living with HIV/AIDS; chemically dependent women and victims of substance abuse; pregnant and lactating women; and girls and adolescents.⁶

According to the baseline study conducted by IGSSS and OFFER in 2019, 45.9% of homeless respondents were women and 0.3% transgender persons. Further the study reveals that majority of that highest homeless respondent 36% were Scheduled Castes, 23% from Scheduled Tribes and 21% from Other Backward Classes. Looking at the majority of homeless persons from marginalised sections, they require social, economic and legal support in the shelter.

60% of the homeless people are found to be born in the same city and rest of the 40% often come to cities mainly in search of livelihoods. This fact is indicative of the intergenerational cycle of urban poverty and homelessness that these populations.

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60% of the homeless people are found to be born in the same city and rest of the 40% often come to cities mainly in search of livelihoods. This fact is indicative of the intergenerational cycle of urban poverty and homelessness that these populations have become embedded in. Homeless persons face continuous struggles everyday to secure their rights and entitlements.⁹

Such varied range of intersectionality in vulnerability makes it even more important for any city to have

3 "Violence and Violations: The Reality of Homeless Women in India", published in March 2014 available at https://hlrn.org.in/documents/Violence_and_Violations_Homeless_Women_in_India_2014.pdf

4 ibid

5 ibid

6 ibid

7 "Enabling Inclusive City for the Homeless", Indo-Global Social Service Society (IGSSS), & Organisation Functioning for Eytham's (OFFER) New Delhi, 2019. Available at <https://igsss.org/wp-content/uploads/2019/10/Baseline-Study-Enabling-Inclusive-Cities-for-Homeless.pdf>

8 ibid

9 ibid

greater number of shelters under Women, Family, and Special shelters categories. Permanent, 24-hour shelters for homeless women need to be urgently set up in all cities and towns, as homelessness is a perennial year-round problem, not limited just to the winter. Separate shelters should be created for single women, for women with children, for women with mental illness and disabilities, and for women and their families. These need to be long-stay homes with facilities for treatment and rehabilitation. The shelters should be based on human rights standards of adequate housing and should be set up close to sources of livelihood.¹⁰

It is an established fact that homeless women are more vulnerable and face multiple levels of physical and sexual harassment and identity linked atrocities. The National Crime Records Bureau (NCRB) data on missing persons shows the gravity of increasing number of missing women in comparison to men. As per the data on missing persons in India, a total of 2,90,439 people in year 2016, 3,05,267 people in 2017, and 3,47,524 people in 2018 have been reported as missing. Table-2 depicts persons missing in year 2016, 2017, and 2018.¹¹

Table 2: No. of missing persons in India during 2016-18

Year	Male	Female	Transgender	Total
2016	1,16,418 (40.1%)	1,74,021 (59.9%)	-	2,90,439 (100%)
2017	1,16,467 (38.3%)	1,88,382 (61.7%)	418 (0.0013%)	3,05,267 (100%)
2018	1,23,339 (35.7%)	2,23,621 (64.3%)	564 (0.0016%)	3,47,524 (100%)

There has been increase in numbers of missing women all over the country and the state has witnessed the same trend. The 5 states under study reported for an average of 27% of total missing women all over the country during 2016-18.

Table 3: No. of missing women during 2016-18 in 5 states selected for the study

State	2016	2017	2018
Andhra Pradesh	4454 (2.55%)	5225 (2.77%)	5792 (2.59%)
Bihar	5218 (2.99%)	6020 (3.19%)	7775 (3.47%)
Jharkhand	501 (0.28%)	361 (0.19%)	399 (0.17%)
Maharashtra	28316 (16.27%)	29279 (15.54%)	33964 (15.18%)
Tamil Nadu	9596 (5.51%)	9564 (5.07%)	10403 (4.65%)
Sub-total	48085 (27.63%)	50449 (26.78%)	58333 (26.08%)
Total no. of missing women all over the India	1,74,021 (100%)	1,88,382 (100%)	2,23,621 (100%)

The reasons for missing persons range from kidnapping and other such crimes to domestic violence, sexual harassment, and other reasons which can trigger a woman to leave the house or the city or the state. In all such situations, a woman shelter can provide all the facilities to such women who are

victims of societal evils. The Govt. and other agencies working to provide a life with dignity and the shelter needs to think beyond the regressive societal beliefs and increase number of Women, Family, and Special shelters considering half of the homeless persons from such category as per the baseline study conducted by IGSSS and OFFER in 2019.

Table 4: Welfare/necessary measures need to be provided with or available at shelter

S. No.	Facilities / Services
1	Access to counselling facilities
2	Training under Skill India
3	Free legal aid access
4	Health check-up camps / access
5	Education related assistance
6	Workshop / meeting of SMCs
7	Street engagement programme
8	Resettlement of homeless residents
9	Inspection and monitoring of shelter done frequently
10	Items / inventory register maintained
11	Attendance register of staffs maintained
12	Complaints and Suggestions register
13	Visitor register
14	SMC meeting register
15	Rescue vehicle / attendant facility available for shelter

Source: NULM Guidelines available at
https://nulm.gov.in/PDF/NULM_Mission/NULM-SUH-Guidelines.pdf

Chapter 2: METHODOLOGY & LIMITATIONS

The Shelter Assessment Study is undertaken to assess the situation of shelters in the selected 14 cities of 5 States in India. The five states include: Andhra Pradesh, Bihar, Jharkhand, Maharashtra and Tamil Nadu. The 14 selected cities are: Dhanbad, Jamshedpur, Ranchi, Guntur, Vijayawada, Vishakhapatnam, Mumbai, Pune, Nashik, Coimbatore, Madurai, Gaya, Muzaffarpur and Patna.

The assessment was carried out in order to achieve the following objectives:

1. To assess whether the basic facilities as mentioned in the Deendayal Antyodaya Yojana-National Urban Livelihood Mission (DAY-NULM) were being provided or not
2. To assess the conditions of the shelters in which the slum population is living and the problems they are facing
3. To document the findings and the conclusions drawn from the data collected from the in each city

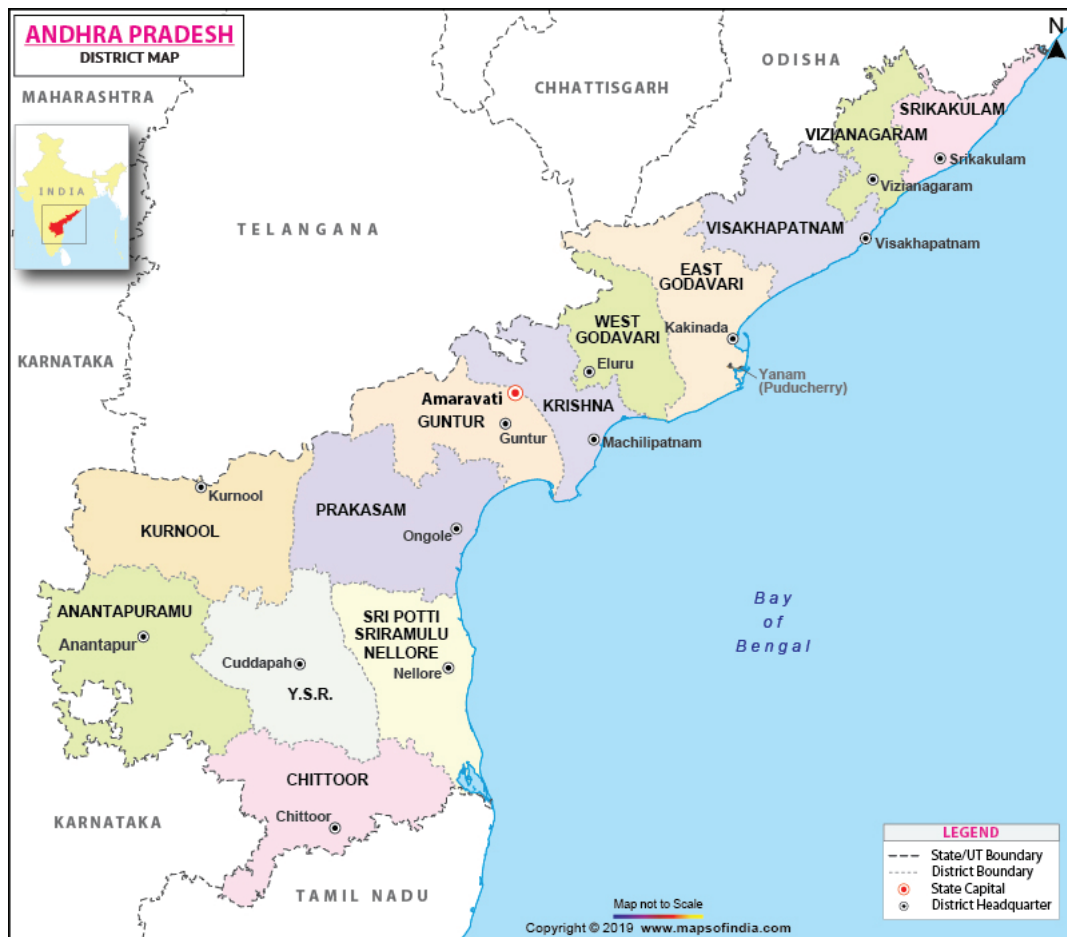
Mixed methodology was used to conduct the study. Secondary literature review such as MIS Database of SUH DAY NULM (November 2019), NCRB reports on missing persons, studies conducted by various organisations and other related reports was used to understand existing status. Primary data was gathered by the partners in 14 cities about the general information of the shelter, its category, funds allocation, and facilities being provided through close ended questionnaire. In addition, the study also focussed on the availability of women shelters in the cities and the facilities provided at those shelters.

LIMITATIONS OF THE STUDY

Following are the limitations of the study:

1. Limited access to shelters as originally expected.
 2. Mismatch in the MIS data of shelters and the category of shelters in the respective cities with the surveyed results.
 3. The data for budget allocation was not available for most years in the last five years. The availability of data for utilisation of budget was even scarce.
 4. The Municipal Corporation of Greater Chennai did not allow our partners to survey the shelters in the city as according to him a similar process had happened just a few months ago.
 5. The residents in the shelters were from different regions and speak different languages. It was difficult for the survey to get first hand feedback from the residents speaking different languages and most of the time, they had to depend on translators.
-

Chapter 3: ANDHRA PRADESH (GUNTUR, VIJAYAWADA, VISHAKHAPATNAM)



In Andhra Pradesh, there are 127 shelters. There are no shelters under Family and Special shelter. The total capacity of all the shelters combined is 6315.¹²

The survey team has conducted study in three cities, namely Guntur, Vijayawada, and Vishakhapatnam. In these three cities, there are in total 29 shelters.¹³ Out of which, 21 shelters are under Men category and 8 shelters under General category. There are no shelters for Women, Family, and Special category. Guntur has in total 6 shelters and all the shelters are under Men category. Vijayawada has in total 15 shelters with 2 of them under General category and 13 shelters under Men category. Vishakhapatnam has 8 shelters and 6 of those are under general category and 2 shelters under Men category.

¹² MIS Data SUH DAY NULM, November 2019

¹³ ibid

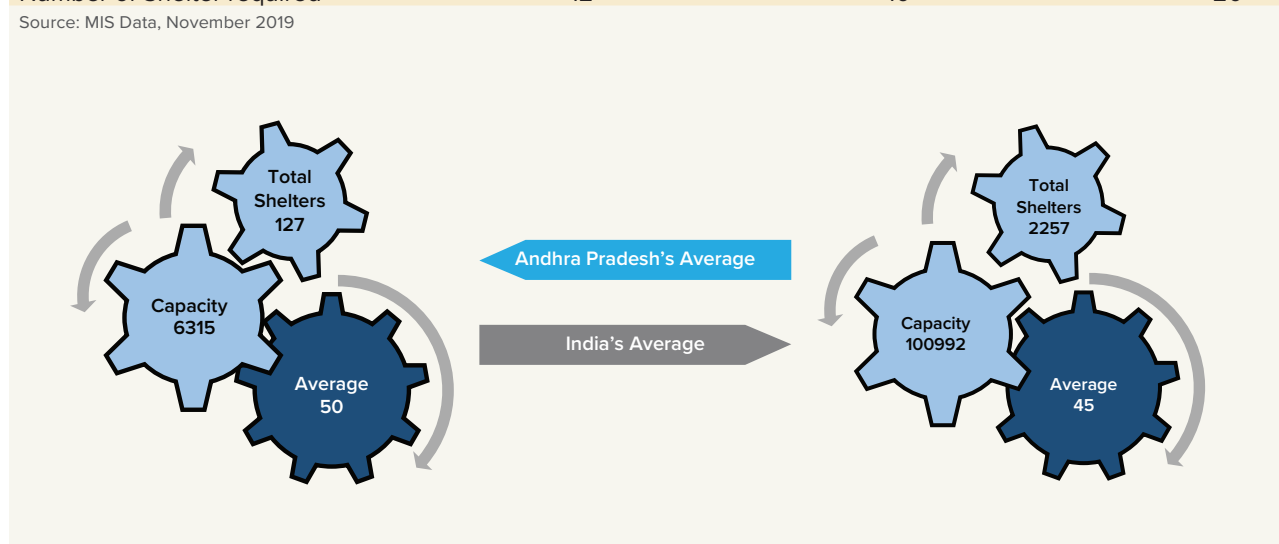
Table 5: List of Shelters category

Number of Shelters category wise (General, Men, Women, Special, Family)						
City	General	Men	Women	Special	Family	Total
Guntur	0	6	0	0	0	6
Vijayawada	2	13	0	0	0	15
Vishakhapatnam	6	2	0	0	0	8
Total	8	21	0	0	0	29

Table 6: No. of Shelter in proportion to population, Andhra Pradesh

Indicators	Guntur	Vijayawada	Vishakhapatnam
Population (million)	0.74	1.03	1.87
Number of Shelters	6	15	8
Number of Homeless	449	552	952
Number of Shelter required	12	10	20

Source: MIS Data, November 2019



In the surveyed three cities, there are no Women, Family, and Special shelters leaving homeless women of all age group vulnerable to various kinds of issues, exploitation, and harassment.

The study team focused their studies in three cities and did in-depth studies. Let's look at every city separately for greater understanding of the shelter's condition, facilities being provided, and the shortcomings.

GUNTUR

The city has a population of 0.74 million with only 449 homeless people. There are only 6 shelters and there is a need of 12 more shelters.¹⁴ The information about the funds allocated for SUH DAY NULM has been unavailable for three years out of last five years. 33 lakhs were allocated in the year 2014-15 and 39 lakhs in the year 2017-18.¹⁵

¹⁴ MIS Data, November 2019

¹⁵ Source: MIS SUH DAY NULM Database, November 2019,

Table 7: Funding in lakhs for SUH DAY NULM Allocated funds

Funding in lakh for SUH DAY NULM Allocated funds (Utilised funds)						
City	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
India			127871	79291	84191	
Andhra Pradesh			5714	2578	3019	
Guntur	33			39		
Vijayawada	34	183	26			
Vishakhapatnam	33			39		
Andhra Pradesh Funds as percentage of total allocation			4.5%	3.2%	3.5%	

Note: Blank Spaces indicate data not available

Source: MIS SUH DAY NULM Database, November 2019,

https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,

https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

The shelters in the city is equipped with Shelter Training Management Agency, Shelter Management Constitution and CCTV Cameras. While doing the study, the team could find only 3 shelters against 6 shelters in the record. Which means 50% of the shelters are present only in records. The three shelters have the capacity of 150 people with 50 homeless persons in each shelter. All three shelters in the city are under Men category, which makes the city vulnerable for homeless people from other categories especially Women.

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN GUNTUR

The overall general conditions of the building, maintenance, functionality of fitting and fixtures, bed/retirement space's conditions, and general upkeep condition including walls, floor, etc. is good. There is proper ventilation in the retiring room in two shelters with satisfactory condition in one of the shelters.

The quality of drinking water, drainage arrangement, cleanliness of toilets, and overall cleanliness of shelter building and premises with display conditions of shelter found to be good. One of the shelters were found having satisfactory display condition.

The overall safety from physical structure of building, security from theft, petty crimes etc. in shelters were also found good.

It is important to note once again that there is inconsistency in number of shelters on ground and record. Now, if we have a look at different facilities in detail, some of the shelters still lacks in some indicators.

One shelter didn't have emergency contact details board. In two out of three shelters were not having

https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,

https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

common kitchen space available, functional TV sets, Ro-system/water purifier. None of the shelters had direction boards outside the shelter, hand wash facility with soap.

In terms of Manpower allocation, outreach, safety and security at shelters, none of the shelters had uniform for employee working there. There was no rescue vehicle/attendant facility available in any of three shelters. One out of three shelters didn't have trained personnel, and sweeper. Only two shelter had maintained the first aid box. None of the shelters had working fire extinguisher available, CCTV camera facility. Shelter management committee were not found in any of the shelters and thus no SMC's meeting/workshop were held.

In terms of record keeping and occupancy, all the shelters in Guntur city is doing well. But they are still lacking in taking welfare measures. Among all the welfare measures, none of the shelters provide training under skill India, free legal aid accessibility. Only one shelter provides education related assistance.

VIJAYWADA

The city has a population of 1.03 million with only 552 homeless people. There are only 15 shelters and there is a need of 10 more shelters.¹⁶ The information about the funds allocated for SUH DAY NULM is unavailable for last two years. Before that the city utilisation of funds stand at 34, 183 and, 26 lakhs in the year 2014-15, 2015-16 and, 2016-17 respectively.¹⁷

The shelters in the city is equipped with Shelter Training Management Agency, Shelter Management Constitution and CCTV Cameras. While doing the study, the team could only find 5 shelters against 15 shelters in record. This means only 1/3rd of shelters is on ground. The five shelters have the capacity of 350 persons with an average of 70 persons. Among 15 shelters recorded in MIS Data of November 2019, only 2 shelters are under General category and rest all other shelters are under Men category. This data clearly shows the vulnerability of women and other homeless persons. As per the feedback from the survey team, the General category shelters are also not equipped with facilities needed for different homeless categories, like no separate or added facility for women residents or persons with disabilities.

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN VIJAYWADA

The overall general conditions of the building, and maintenance is good for all five shelters with satisfactory condition of functionality of fitting and fixtures in two out of five shelters. In 3 out of 5 shelters, the general upkeep that includes floor, wall, etc., ventilation in the retiring room, general condition of bed/retirement space is good with satisfactory condition at remaining two shelters.

¹⁶ MIS Data, November 2019

¹⁷ Source: MIS SUH DAY NULM Database, November 2019,
https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf ,
https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

The drainage arrangement, cleanliness of toilets, cleanliness inside the premises is also good for 3 shelters and satisfactory condition at rest of 2 shelters. The quality of drinking water is good at 2 shelters and satisfactory condition found at remaining 3 shelters. The cleanliness outside the premises and safety from physical structure of building is largely satisfactory for 4 shelters and good condition at one shelter.

Overall display condition of shelter is good for two, satisfactory for two, and bad for one shelter. Out of five shelters surveyed by the team, the condition at two shelter is bad with regards to security from theft, petty crime etc. in shelter with good condition at two shelters and satisfactory condition at one shelter.

It is important to note that there is vast gap between number of shelters exist on ground and on record. Out of 15 recorded on paper, there is only 5 shelters which makes it only 1/3rd of the total on record in MIS data. Now, if we have a look at different facilities in detail, some of the shelters lacks in some crucial indicators.

None of the shelters have the Ro-system/water purifier, rescue vehicle/attendant facility available for the shelter, and working fire extinguisher. Employees at 4 out 5 shelters don't have uniform or ID card.

Only 2 out of 5 shelters have common kitchen space, direction boards outside the shelter, hand wash with soap facility, and trained employee (who has received any kind of training by manager).

Only 3 out of 5 shelters have functional tv sets, instruction and information flex board, and are free from water stagnation inside the premises. The sanitation workers were also found present at only 3 out of 5 shelters.

1 out 5 shelters don't have emergency contact details board, cleaning materials (disinfectant & other materials) and, maintained first aid box.

Apart from all the above facilities, all the 5 shelters are equipped with 24*7 accessibility, weather proof structure, electricity, fans, all weather proof retirement rooms, toilets inside the shelter, piped water supply from local authority, availability and adequacy of water for drinking and other purposes, manager/caretaker present, CCTV camera facility, facility of identification and persuasion of homeless people in the vicinity to use the shelter, Shelter Management Committee at shelter etc.

All the shelters maintain the items/inventory register, attendance register of staffs, complaints and suggestions register, visitor register, and SMC meeting register.

With regards to welfare measures that a shelter should provide to its persons residing there, no efforts

are being made for training of people under Skill India. Only three out of five shelter provide education related assistance and 4 out of 5 shelters provide free legal aid access and resettlement of homeless residents. Apart from these, all the shelters provide access to counselling facilities, health check-up camps or access, and do street engagement programme and inspection & monitoring of shelter frequently. At all the shelters in Vijayawada, SMC meeting or workshop are being held.

VISHAKHAPATNAM

The city has a population of 1.87 million with only 952 homeless people. There are only 8 shelters and there is a need of additional 20 shelters.¹⁸ The information about the funds allocated for SUH DAY NULM is unavailable for three years out of last five years. 33 and 39 lakhs were allocated in the year 2014-15 and, 2017-18 respectively.¹⁹

The shelters in the city is equipped with Shelter Training Management Agency, Shelter Management Constitution and CCTV Cameras. While doing the study, the survey team were able to find all the 8 shelters which are in MIS record of November 2019 and there is no inconsistency. The eight shelters have a capacity of 390 persons with an average of 49 persons. Among 8 shelters, 6 shelters are of General category and rest 2 shelters are of Men category.²⁰ There is no shelter under Women or special category, which makes the women and other homeless persons with specific needs vulnerable in the city.

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN VISHAKHAPATNAM

The overall general conditions of the building and, maintenance is good for all 8 shelters with satisfactory condition of functionality of fitting and fixtures in 6 out of 8 shelters. The quality of drinking water is good in 7 out of 8 shelters with satisfactory quality in rest one shelter.

In 6 out of 8 shelters, the general upkeep that includes floor, wall, etc., ventilation in the retiring room, drainage arrangement, cleanliness of toilets, overall cleanliness of shelter building and premises, and security inside shelter from theft, petty crimes etc. is good with satisfactory condition at remaining two shelters.

In 5 out of 8 shelters, the general condition of bed/retirement space and, cleanliness inside and outside the premises is good with satisfactory condition in rest 3 of the shelter.

The overall safety from physical structure of the buildings of shelter is satisfactory at half of the shelter and good at other halves.

When we have a look at the details of different facilities, some of the shelters lacks in some crucial

18 MIS Data, November 2019

19 Source: MIS SUH DAY NULM Database, November 2019,
https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,
https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

20 MIS SUH DAY NULM, November 2018

indicators. None of the shelters have CCTV cameras and, except two shelters, all the others require major physical repairs in the shelters.

The common kitchen space and working fire extinguishers are available at only 2 out of 8 shelters. Only 3 out of 8 shelters have Ro-system/water purifier with only 5 out of 8 shelters do have the availability and sufficiency of water for other/non-drinking purposes.

2 out of 8 shelters don't have hand wash with soap facility, cleaning materials (disinfectant and other materials) and also face the water stagnation inside the premises. The facility of identification & persuasion of homeless people in the vicinity to use the shelter and complaints & suggestions register is available only at 6 shelters.

With respect to manpower allocation and related matters, only 25% of shelters do provide the uniform and only at 5 out of 8 shelters, employees have received any training by manager. Employees at only half of the shelters are provided with ID card and same is the condition with the rescue vehicle/attendant facility for the shelter.

With regards to welfare measures that a shelter should provide to its persons residing there, 3 out of 8 shelters provide opportunities of training under Skill India and, education related assistance. 5 out of 8 shelters do street engagement programmes and 6 out of 8 shelters make efforts on resettlement of homeless residents. SMC workshop / meeting doesn't take place at 2 shelters and there is no frequent inspection & monitoring of shelter in 2 out of 8 shelters. Besides this, all the shelters provide access to counselling facilities, free legal aid access and, arrange regular health check-up camps / access.

ANDHRA PRADESH

Major Findings from the Survey And Recommendations

Andhra Pradesh has in total 127 shelters in the state with a capacity of 6315 persons.²¹ The current average of residents in all those shelters is 50. In comparison to the national average of 45 persons per shelter, it is on higher side and hints towards increasing shelters in the state. In a span of 10 months from January 2019 to October 2019, the number of shelters has increased from 70 to 127 shelters. There are a very few shelters under Women category with not a single shelter under Family, and Special category. This shows the vulnerability of women homeless persons and others with specific needs.

²¹ MIS Data, November 2019

Table 8: Shelter Status in Guntur, Vijayawada, Vishakhapatnam

Cities	Shelter	Capacity	Average	Minimum	Maximum
Guntur	3	150	50	50	50
Vijayawada	5	350	70	50	100
Vishakhapatnam	8	390	48.7	20	100
Overall in these cities	16	890	55.6	20	100

As per the Table 3, there has been increase in numbers of missing women all over the country and the state has witnessed the same trend. The state reported for 2.5 to 3% of total missing women all over the country. In 2016, the number of missing women was 4454 and has gone up to 5792 in 2018.²²

The shelters in the cities (Guntur, Vijayawada, Vishakhapatnam) is equipped with Shelter Training Management Agency, Shelter Management Constitution and CCTV Cameras. While doing the study, the survey team found a large number of disparities between data coming from ground and data in record. Only in three surveyed cities, the gap in number of shelters on ground and in record is as high as 44%. Out of 29 shelters in official record in three cities, survey team could only find 13 shelters in place.

Table 9: Differences in number of shelters as reported by survey

Differences in number of shelters as reported by survey (November- February 2019-20) and as per MIS database			
Cities	Shelters as per Survey	Shelters as per MIS Data	Gap
Guntur	3	6	3
Vijayawada	5	15	10
Vishakhapatnam	8	8	0
Overall in these cities	16	29	13

Source: MIS SUH DAY NULM, November 2018 and records from survey

The overall conditions of shelters surveyed in all three cities were either good or satisfactory with some of the shelters were doing bad in overall display condition of shelter and securing the shelters from theft, petty crime etc inside the premises.

All shelters come under their respective Municipal Corporation and are under the purview of NULM. The people residing in shelters are generally general employment seekers; persons with social issues such as those who are facing family issues, community disputes, social outcaste; seasonal workers; people undergoing medical treatment, seeking educational opportunities; orphans and abandoned; people suffered from disasters and other calamities and; people who get lost or separated from their

families. Except for few shelters, people residing in shelters are being provided an access to Govt. schemes and benefits.

Table 10: Various Indicators assessed to know the performance of the shelters in surveyed cities of Andhra Pradesh

Indicators	Guntur	Vijayawada	Vishakhapatnam	Overall
Access and Physical Infrastructure, Equipment and Fittings				
Open 24 *7 & accessible	100.0	100.0	100.0	100.0
Common kitchen space available	33.3	40.0	25.0	31.2
Weather proof structure	100.0	100.0	100.0	100.0
Major physical repairs required in the shelter	0.0	0.0	25.0	16.6
Availability of electricity	100.0	100.0	100.0	100.0
Equipment and fittings				
Availability of electricity	100.0	100.0	100.0	100.0
*TV sets (functional)	33.3	60.0	100.0	75.0
Fans (functional)	100.0	100.0	100.0	100.0
Display Conditions and Retirement Facilities				
Direction boards outside shelter	0.0	40.0	100.0	62.5
Instruction and information flex board	100.0	60.0	100.0	87.5
Emergency contact details board	66.6	80.0	100.0	87.5
All weather proof retirement rooms (general)	100.0	100.0	100.0	100.0
Cleanliness & Water Sanitation and WASH (Hygiene) Condition				
Toilets available inside the shelter	100.0	100.0	100.0	100.0
Piped water supply from local authority	100.0	100.0	100.0	100.0
Availability & adequacy of water for drinking purpose	100.0	100.0	100.0	100.0
Availability & sufficiency of water for other/non-drinking purpose	100.0	100.0	62.5	81.25
Ro-system/water purifier	33.3	0.0	37.5	25.0
Hand wash facility with soap available	0.0	40.0	87.5	56.2
Cleaning materials (disinfectant & other materials) available	100.0	80.0	87.5	87.5
Stagnation of water in the premises	0.0	40.0	87.5	56.2
Manpower Allocation, Outreach, Safety and Security				
Manager/ caretaker present (generally)	100.0	100.0	100.0	100.0
Uniform (generally)	0.0	20.0	25.0	18.75
ID card (generally)	100.0	20.0	50.0	50.0
Whether received any training is received by manager	66.6	40.0	62.5	56.2

Sweeper present (generally)	66.6	60.0	100.0	81.2
Rescue vehicle/attendant facility available for shelter	0.0	0.0	50.0	25.0
Outreach, Safety and Security				
First aid box maintained	66.6	80.0	100.0	87.5
Fire extinguisher working available	0.0	0.0	25.0	12.5
CCTV camera facilities available	0.0	100.0	0.0	31.2
Identification & persuasion of homeless people in the vicinity to use the shelter	100.0	100.0	87.5	93.7
Shelter management committee (SMC) formed	0.0	100.0	100.0	81.2
Records maintained and occupancy				
Items/inventory register maintained	100.0	100.0	100.0	100.0
Attendance register of staffs maintained	100.0	100.0	100.0	100.0
Complaint & suggestion register maintained	100.0	100.0	87.5	93.7
Visitor register maintained	100.0	100.0	100.0	100.0
SMC meeting register maintained	100.0	100.0	100.0	100.0
Whether any ID is required for access	0.0	60.0	75.0	56.2
Welfare Measures				
Access to counselling facilities available for important information	100.0	100.0	100.0	100.0
Training under skill India	0.0	0.0	37.5	18.75
Free legal aid access	0.0	80.0	100.0	75.0
Health check up camps/access	100.0	100.0	100.0	100.0
Education related assistance	33.3	60.0	37.5	43.7
Workshop/meeting of SMC held	0.0	100.0	87.5	75.0
Street engagement program	100.0	100.0	62.5	81.2

Figures are in percentages

Chapter 4: BIHAR

(GAYA, MUZAFFARPUR & PATNA)



In Bihar, there are 60 shelters with majority of the shelters belonging to General and a few under Men and Special category. There are no shelters under Women or, Family category. The total capacity of all the shelters combined is 1771 persons.²³

The survey team has conducted study in three cities, namely Gaya, Muzaffarpur, and Patna. As per the MIS data record, there are in total 16 shelters in these three cities.²⁴ Out of which, 14 shelters are under General category and 1 shelter each under Men and Special category. There are no shelters under Women or, Family category. During the survey, the team found additional 3 shelters which are not mentioned in the records of MIS data.

²³ MIS Data SUH DAY NULM, November 2019

²⁴ ibid

Table 11: Number of Shelters category wise, Bihar

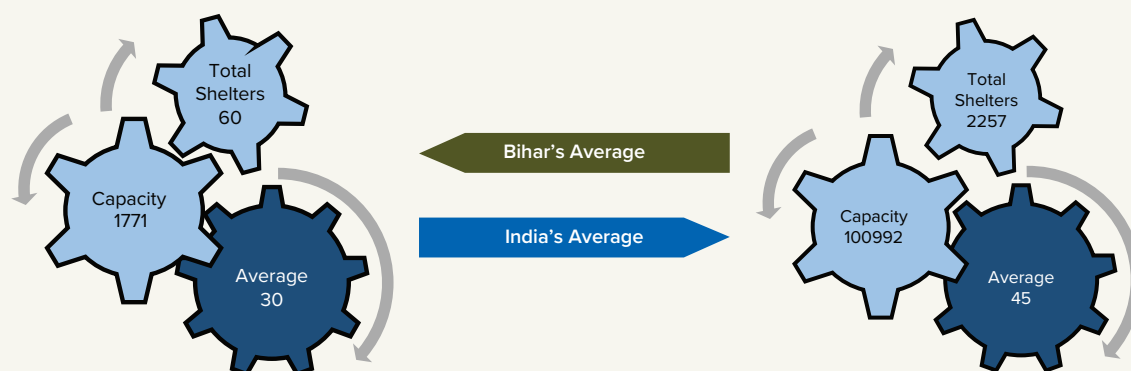
Number of Shelters category wise (General, Men, Women, Special, Family)						
City	General	Men	Women	Special	Family	Total
Gaya	4	0	0	1	0	5
Muzaffarpur	8	0	0	0	0	8
Patna	2	1	0	0	0	3
Total	14	1	0	1	0	16

Note: The data has not updated for a long time.

Table 12: No. of shelter in proportion to population, Bihar

Indicators	Gaya	Muzaffarpur	Patna
Population (million)	0.47	0.35	1.64
Number of Shelters	5	8	3
Number of Homeless	336	267	1183
Number of Shelter required	10	1	3

Source: MIS Data, November 2019,



In the surveyed three cities, there are no Women or, Family shelters leaving homeless women of all age group vulnerable to various kinds of issues, exploitation, and harassment.

The study team focused their studies in three cities and did in-depth studies. Let's look at every city separately for greater understanding of the shelter's condition, facilities being provided, and the shortcomings.

GAYA

The city has a population of 0.47 million with 336 homeless people. There are 5 shelters and there is a need of 10 more shelters.²⁵ The information about the funds allocated for SUH DAY NULM has been unavailable for last three years out of last five years. 37.03 lakhs in 2014-15 and 42 lakhs in 2015-16 were utilised.²⁶

²⁵ MIS Data, November 2019

²⁶ Source: MIS SUH DAY NULM Database, November 2019,
https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,
https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

Table 13: Funding in lakh for SUH DAY NULM Allocated funds

Funding in lakh for SUH DAY NULM Allocated funds (Utilized funds)						
City	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
India			127871	79291	84191	
Bihar			7176	5319	6071	
Gaya	37.03 (4)	42 (30.82)				
Muzaffarpur	37.03 (0)	0 (0)				
Patna	49.03 (18)					
Bihar Funds as percentage of total allocation	5.61%	6.71%	7.21%			

Note: Blank Spaces indicate data not available

Source: MIS SUH DAY NULM Database, November 2019, https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf, https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

There is no Shelter training and management agency in the city. While doing the study, the team are able to find all 5 shelters on ground as per the MIS data. The shelters have the capacity of 146 persons with an average of 29 persons. 4 out of 5 shelters in the city are under General category and 1 under the Special category. There are no shelters under Women or Family category, which makes the city vulnerable for homeless women and families.

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN GAYA

The overall general conditions of the building, maintenance, functionality of fitting and fixtures, bed/retirement space's conditions, general upkeep condition including walls, floor, etc., and ventilation in the retiring room are mostly satisfactory with some of the shelters have performed good in maintenance of the building and functionality of fitting and fixtures.

The quality of drinking water, cleanliness of toilets, cleanliness inside and outside the premises, overall displace condition of shelter and overall cleanliness of shelter building and premises are found to be mostly satisfactory. 2 out of 5 shelters have bad drainage management.

The overall safety from physical structure of building, security from theft, petty crimes etc in shelters are also found mostly satisfactory with one shelter performing good in safety from physical structure of the building.

Now, if we have a look at different facilities in detail, some of the shelters performs badly in many indicators and don't have proper facilities.

Functional TV sets, emergency contact details board, toilets inside the shelter, availability & sufficiency of water for non-drinking purposes are found in 4 out of 5 shelters. Duty roaster board, piped water supply from local authority, cleaning materials such as disinfectant and other materials, and working

fire extinguishers are found in 3 out of 5 shelters. The stagnation of water in the premises are found in 2 out of 5 shelters. Hand wash facility with available soap is also found only in 2 out of 5 shelters. Common kitchen space, rescue vehicle / attendant facility for the shelter, sweepers facility, first aid box and, CCTV camera facility are found in only 1 out 5 shelters. None of the shelters are found to be having direction boards outside shelter, uniforms and ID cards for employees.

In terms of record keeping and occupancy, only 4 out of 5 shelters have visitor register and occupancy register maintained. Only 1 out of 5 shelters has SMC meeting register maintained, whereas none of the shelters have formed the Shelter Management Committee (SMC).

The Shelters in the city of Gaya are badly performing in taking welfare measures. Among all the welfare measures, none of the shelters provide training under skill India, free legal aid accessibility, education related assistance. Also, none of the shelters does street engagement programme, resettlement of homeless residents, inspection & monitoring of shelter. Workshop or SMC meeting doesn't happen at any of the shelters. Only one shelter provides access to counselling facilities for important information and only 2 shelters organise health check-up camps or provide access to health services.

MUZAFFARPUR

The city has a population of 0.35 million with 267 homeless people. There are only 8 shelters and there is a need of one more shelter.²⁷ The information about the funds allocated for SUH DAY NULM has been unavailable for last three years out of last five years. 37.03 lakhs in 2014-15 and no funds in 2015-16 were utilised.²⁸

There is no Shelter training and management agency in the city. While doing the study, the team are able to find 10 shelters on ground whereas in the MIS data, only 8 shelters are mentioned. The shelters have the capacity of 161 persons with an average of 16 persons. As recorded in the MIS data, 8 shelters in the city are under General category. There are no shelters under Women, Special or Family category, which makes the city vulnerable for homeless women, persons with special needs, and families.

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN MUZAFFARPUR

The overall general conditions of the building, functionality of fitting and fixture, general upkeep condition including floor, wall, etc., ventilation in the retiring room, general condition of bed/retirement space, cleanliness inside the premises, overall cleanliness of shelter building and premises, overall display condition of the shelter, safety from physical structure of building and, security from theft, petty crimes, etc, in shelter are found either satisfactory or goof for 9 out 10 shelters and bad for 1 out

²⁷ MIS Data, November 2019

²⁸ Source: MIS SUH DAY NULM Database, November 2019,
https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf ,
https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

of 10 shelters. Maintenance of building and drainage arrangements are found to be bad for 3 out of 10 shelters and rest of others are either satisfactory or good. 4 out 10 shelters have bad cleanliness outside the shelter premises. The toilets in all the shelters are either good or satisfactory.

Now, if we have a look at different facilities and indicators in detail, some of the shelters performs badly and don't have proper facilities.

Out of 10 shelters in the city, 24x7 accessibility, weather proof structure, no major physical repairs required in the shelter, availability of electricity, functional fans and, working fire extinguisher are found in 9 shelters. Availability and sufficiency of water for other/non-drinking purpose is found only in 7 shelters. Toilets inside the shelter premises, availability & adequacy of drinking water supply, and sweepers are found in 6 shelters. Common kitchen space, instruction and information flex board, piped water supply from local authority, cleaning materials (disinfectant and other materials) and, maintained first aid box are found in 5 shelters. Hand wash facility with soap and CCTV camera facility are found at 4 shelters only. Direction boards outside shelter, duty roaster board, stagnation of water in the premises are found in 3 shelters. Functional TV sets, emergency contact details board, Ro-system/ water purifier and, employees with ID card are found at only 1 shelter. None of the shelter's employees are found to be having uniforms and only in 7 shelters, Manager or caretaker are found present.

In terms of record keeping and occupancy, out of 10 shelters, items/inventory register and visitor register are maintained at 9 shelters. Attendance register are maintained at 8 shelters, complaint & suggestion register at 7 shelters, SMC meeting register at 5, and occupancy register at 4 shelters. Shelter management committee is formed in only 3 shelters and SMC meeting or workshop held at only 1 shelter. Only 6 shelters require any ID for access to the shelters and among them, ID details are recorded in register at 90% of the shelters.

The Shelters in Gaya are badly performing in taking welfare measures. Among all the welfare measures, none of the shelters organises street engagement programme or do resettlement of homeless residents. Only 1 out 10 shelters provide training under Skill India, or provide access to free legal aid. Education related assistance, and inspection and monitoring of shelter are done at only 2 shelters. Health check-up camps/access to health services are being provided at only 3 shelters. Access to counselling facilities for important information are being provided only at 50% of the shelters.

PATNA

The city has a population of 1.64 million with 1183 homeless people. There are only 3 shelters and there is a need of additional 3 shelters.²⁹ The information about the funds allocated for SUH DAY NULM is unavailable for four years out of last five years. 49.03 lakhs were allocated in the year 2014-15.³⁰

²⁹ MIS Data, November 2019

³⁰ Source: MIS SUH DAY NULM Database, November 2019,
https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,

There is no Shelter training and management agency in the city. While doing the study, the team are able to find 4 shelters on ground whereas in the MIS data, only 3 shelters are mentioned. The shelters have the capacity of 140 persons with an average of 35 persons. As recorded in the MIS data, 2 shelters in the city are under General category and 1 shelter under Men category. There are no shelters under Women, Special or Family category, which makes the city vulnerable for homeless women, persons with special needs, and families.

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN PATNA

The overall general conditions of the building, the condition of general upkeep (including floor, wall, etc.), ventilation in the retiring room, general condition of beds/retirement space, cleanliness of toilets, cleanliness inside the premises, overall cleanliness of shelter building and premises, overall display condition of the shelter, safety from physical structure of building and, security from theft, petty crimes etc in shelter are found mostly satisfactory with some of the shelters are performing good in safety and security of the residents and general condition of the building.

Maintenance of building, functionality of fitting and fixtures, quality of drinking water, drainage arrangement, and cleanliness outside the premises are found to be bad in 1 out 4 shelters. Rest of the shelters are found to be performing either satisfactory or good.

Now, if we have a look at different facilities and indicators in detail, some of the shelters performs badly and don't have proper facilities.

Out of 4 shelters in the city, 24x7 accessibility, emergency contact details board, availability & sufficiency of water for other/non-drinking purposes, hand wash with soap facility and, working fire extinguisher are found at 3 shelters. Manager / caretaker and sweeper are also found at 3 shelters only. Common kitchen space, direction board outside shelter, duty roaster board, toilets inside the shelter, Ro-system/water purifier and, rescue vehicle or attendant facility are found at 2 shelters only. Major physical repair is needed in one of the shelters and there is stagnation of water in the premises in a shelter. ID card is provided to employee in only one shelter and none of shelter's employee found to be in the uniform. The employees haven't received any type of training by manager in any of the shelter too. First aid box is maintained at only one shelter and none of shelters have CCTV camera facilities. Shelter management committee is formed at 2 shelters and the identification & persuasion of homeless persons in the vicinity to use the shelter is done at 2 shelters.

In terms of record keeping and occupancy, out of 4 shelters, items/inventory register, complaint & suggestions register, SMC meeting register are found to be maintained at 3 shelters, visitor register and occupancy register at 2 shelters and, any ID is required for access at one shelter and two shelters are found to be recording ID details in register with names.

The Shelters in Patna are badly performing in taking welfare measures. Among all the welfare measures, only access to counselling facilities for important information is being provided at 2 shelters and, health check-up camps or access to healthcare services and, inspection & monitoring of shelter are done frequently at one shelter. Other than these services, no welfare measures are being taken at any shelters in Patna.

BIHAR

MAJOR FINDINGS FROM THE SURVEY AND RECOMMENDATIONS

Bihar has in total 60 shelters in the state with a capacity of 1771 persons.³¹ The current average of residents in all those shelters is 30. In comparison to the national average of 45 persons per shelter, it is on lower side and hints towards increasing shelter's capacity and a greater number of shelters in the state to cater to the needs of homeless persons. In a span of 10 months from January 2019 to October 2019, the number of shelters has increased from 51 to 60 shelters. There are no shelters under Women and, Family category with a very few shelters under Special category. This shows the vulnerability of women homeless persons and others with specific needs.

Table 14: Shelter capacity, Bihar

Cities	Shelter	Capacity	Average	Minimum	Maximum
Gaya	5	146	29	12	60
Muzaffarpur	10	161	16	7	50
Patna	4	140	35	25	50
Overall in these cities	19	447	24	7	60

As per the Table 3, there has been increase in numbers of missing women all over the country and the state has witnessed the same trend. The state reported for 3 to 3.5% of total missing women all over the country. In 2016, the number of missing women was 5218 and has gone up to 7775 in 2018.³²

There is no Shelter Training Management Agency in Gaya, Muzaffarpur and Patna. While doing the study, the survey team found additional three shelters which are not updated in the MIS data of November 2019.

³¹ MIS Data, November 2019

³² ibid

Table 15: Differences in number of shelters as reported by survey, Bihar

Differences between data as reported by survey (November-February 2019-20) and as per MIS database			
Cities	Shelters as per Survey	Shelters as per MIS Data	Differences
Gaya	5	5	0
Muzaffarpur	10	8	2
Patna	4	3	1
Overall in these cities	19	16	3

Source: MIS SUH DAY NULM, November 2018 and records from survey

The overall conditions of shelters surveyed in all three cities are satisfactory with some of the shelters are performing badly in some indicators and facilities. One shelter in each city Patna and Muzaffarpur reportedly has no access to elderly, no weather-proof structure and no appropriate space. Only 26% shelters reported not to have recreational space in them. No shelter has solar cooker and only 10% has rainwater harvesting technique. One shelter of Patna does not have weather-proof sleeping space. In one shelter of Gaya, residents sleep on floor. Overall, 47.4% shelter homes do not have toilet facilities and in Patna, only one shelter home has toilet facilities. For shelters not having toilet facilities: (a) People in one shelter of Muzaffarpur resort to open defecation and, (b) In other shelters, they use public toilets.

In 4 out of 19 shelters, managers were reported to be absent. No manager was reported to be in uniform and only 2 managers were reported to have ID Cards. 50% of the shelter managers have ever received training. The training only took place in Gaya (1 year ago) and in Muzaffarpur (6 months ago). On an average Rs. 15 and Rs 30 are charged from the residents for using shelter facilities and food (per meal) respectively. No shelter in Gaya provide facilitation with government schemes. The one shelter in Patna and Muzaffarpur provide facilitation with Identity proof and postal address, BPL Cards, PDS ration cards, old age widows and disability pensions.

One shelter of Muzaffarpur has reported to have high violence. Two shelters in Patna reported to have violence often. The reasons why residents use shelter services are: good service, friendly space or they don't have any other option. The reasons why other people do not use shelters reported that they feel apprehensions and they feel the place is unsafe.

All shelters come under their respective Municipal Corporation and are under the purview of NULM. The people residing in shelters are mostly seasonal workers, orphans and lost persons, people with serious illness or mental health issues, persons seeking education related opportunities, general employment seekers, persons with social issues such as those who are facing family issues, community disputes, social outcasts etc

Table 16: Various Indicators assessed to know the performance of the shelters in surveyed cities of Bihar

Indicators	Gaya	Muzaffarpur	Patna	Overall
Access and Physical Infrastructure, Equipment and Fittings				
Open 24 *7 & accessible	100.0	90.0	75.0	90.0
Common kitchen space available	20.0	50.0	50.0	40.0
Weather proof structure	100.0	90.0	100.0	95.0
Major physical repairs required in the shelter	0.0	10.0	25.0	10.5
RCC Building Construction	100.0	100.0	100.0	100.0
Equipment and fittings				
Availability of electricity	100.0	90.0	100.0	95.0
*TV sets (functional)	80.0	10.0	0.0	25.0
Fans (functional)	100.00	90.0	100.0	90.0
Display Conditions and Retirement Facilities				
Direction boards outside shelter	0.0	30.0	50.0	25.0
Instruction and information flex board	100.0	50.0	100.0	75.0
Duty roster board	60.0	30.0	50.0	40.0
Emergency contact details board	80.0	10.0	75.0	40.0
All weather proof retirement rooms (general)	100.0	100.0	100.0	100.0
Cleanliness & Water Sanitation and WASH (Hygiene) Condition				
Toilets available inside the shelter	80.0	60.0	50.0	63.1
Piped water supply from local authority	60.0	50.0	100.0	60.0
Availability & adequacy of water for drinking purpose	100.0	60.0	100.0	80.0
Availability & sufficiency of water for other/non-drinking purpose	80.0	70.0	75.0	60.0
Ro-system/water purifier	100.0	10.0	50.0	40.0
Hand wash facility with soap available	40.0	40.0	75.5	45.5
Cleaning materials (disinfectant & other materials) available	60.0	50.0	100.0	60.0
Stagnation of water in the premises	40.0	30.0	25.0	30.0
Manpower Allocation				
Manager/ caretaker present (generally)	100.0	70.0	75.0	80.0
Uniform (generally)	0.0	0.0	0.0	0.0
ID card (generally)	0.0	10.0	25.0	10.0
Whether received any training is received by manager	80.0	50.0	0.0	40.0
Sweeper present (generally)	20.0	60	75	50
Rescue vehicle/attendant facility available for shelter	20.0	50.0	50.0	40.0

Outreach, Safety and Security				
First aid box maintained	20.0	50.0	25.0	35.0
Fire extinguisher working available	60.0	90.0	75.0	75.0
CCTV camera facilities available	20.0	40.0	0.0	25.0
Whether fee is charged to use facilities	100.0	90.0	25.0	80.0
Identification & persuasion of homeless people in the vicinity to use the shelter	60.0	90.0	50.0	70.0
Shelter management committee (SMC) formed	0.0	30.0	50.0	25.0
Records maintained and occupancy				
Items/inventory register maintained	100.0	90.0	75.0	90.0
Attendance register of staffs maintained	100.0	80.0	100.0	85.0
Complaint & suggestion register maintained	100.0	70.0	75.0	75.0
Visitor register maintained	80.0	90.0	50.0	75.0
Occupancy register maintained	80.0	40.0	50.0	40.0
SMC meeting register maintained	20.0	50.0	75.0	45.0
Whether any ID is required for access	60.0	60.0	25.0	50.0
Whether any ID details are recorded in register with names	100.0	90.0	50.0	80.0
Welfare Measures				
Access to counselling facilities available for important information	20.0	50.0	50.0	40.0
Training under skill India	0.0	10.0	0.0	5.0
Free legal aid access	0.0	10.0	0.0	5.0
Health check up camps/access	40.0	30.0	25.0	30.0
Education related assistance	0.0	20.0	0.0	10.0
Workshop/meeting of SMC held	0.0	10.0	0.0	5.0
Street engagement program	0.0	0.0	0.0	0.0
Resettlement of homeless residents	0.0	0.0	0.0	0.0
Inspection & monitoring of shelter done frequently	0.0	20.0	25.0	15.0

Figures are in percentages

Chapter 5: JHARKHAND (DHANBAD, JAMSHEDPUR & RANCHI)



In Jharkhand, there are 92 shelters. The state is doing well with respect to other states in terms of establishing a greater number of Women shelters. The state has 37% shelters under Men category, 33% under General Category, and 30% under Women category. Still, the state has no shelter under Family and Special category. The total capacity of all the shelters combined is 2040 persons.³³

The survey team has conducted study in three cities, namely Dhanbad, Jamshedpur, and Ranchi. As per the MIS data record, there are in total 30 shelters in these three cities.³⁴ Out of which, 17 shelters are under General category and 11 shelters under Men category and 2 shelters under Women category. There are no shelters under Family or Special category. During the survey, out of total 30

³³ MIS Data SUH DAY NULM, November 2019z

³⁴ ibid

shelters, the team could not find 4 shelters on ground and other than this, 2 shelters in Jamshedpur are not operational and 1 shelter in Ranchi is closed now.

Table 17: Number of Shelters category wise, Jharkhand

Number of Shelters category wise (General, Men, Women, Special, Family)						
City	General	Men	Women	Special	Family	Total
Dhanbad	3	0	0	0	0	3
Jamshedpur	5	7	0	0	0	12
Ranchi	9	4	2	0	0	15
Total	17	11	2	0	0	30

Source: MIS Database accessed in November 2019.

Note: The data has not updated for a long time.

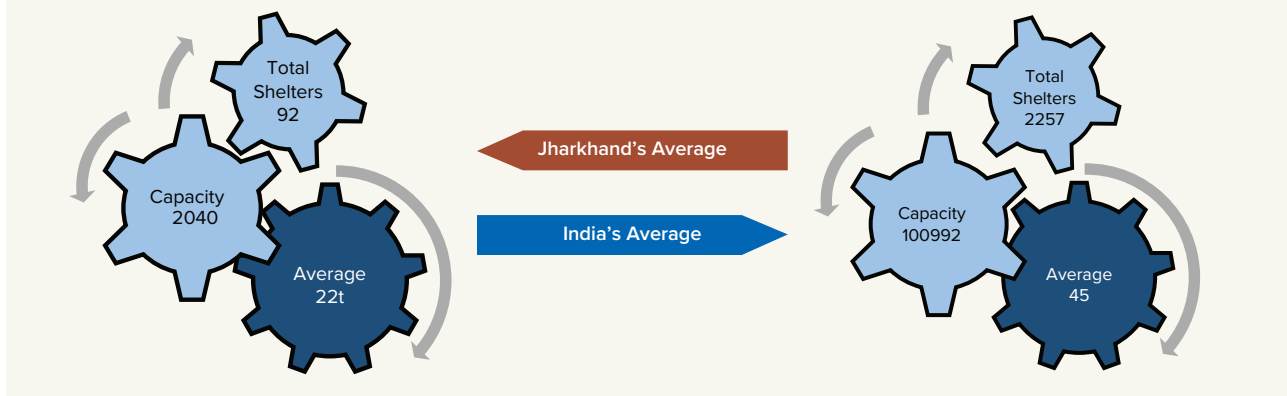
Table 18: No. of shelter in proportion to population, Jharkhand

Indicators	Dhanbad	Jamshedpur	Ranchi
Population (million)	1.1	*0.67	1.07
Number of Shelters	3	12	15
Number of Homeless	**671	170	346
Number of Shelter required	NA	15	7

Source: MIS Data, November 2019,

*Excluding population of Adityapur and Mango

**Census 2011



In the surveyed three cities, there are no Women or, Family shelters leaving homeless women of all age group vulnerable to various kinds of issues, exploitation, and harassment.

The study team focused their studies in three cities and did in-depth studies. Let's look at every city separately for greater understanding of the shelter's condition, facilities being provided, and the shortcomings.

DHANBAD

The city has a population of 1.1 million with 671 homeless persons³⁵. There are 3 shelters³⁶ and looking

³⁵ Census 2011

³⁶ MIS Data, November 2019

at the number of homeless persons, more shelters are needed. The information about the funds allocated for SUH DAY NULM has been unavailable for last five years.³⁷

Table 19: Funding in lakh for SUH DAY NULM Allocated funds, Jharkhand

Funding in lakh for SUH DAY NULM Allocated funds (Utilized funds)						
City	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
India			127871	79291	84191	
Jharkhand			2294.11	1239.81	1498.59	
Dhanbad						
Jamshedpur		26.41		36 (34.65)		
Ranchi					33 (21.06)	
Jharkhand Funds as percentage of total allocation			1.79%	1.56%	1.78%	

Note: Blank Spaces indicate data not available

Source: MIS SUH DAY NULM Database, November 2019,

https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,

https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

There is no Shelter training and management agency in the city. While doing the study, the team are able to find 2 out of 3 shelters on ground. The shelters have the capacity of 100 persons with an average of 50 persons.

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN DHANBAD

The overall general conditions of the building, maintenance of the building, functionality of fitting and fixtures, general upkeep condition (including floor, wall, etc.), ventilation in the retiring room, bed/retirement space's conditions, quality of drinking water, drainage arrangement, overall display condition of shelter, safety from physical structure of the building and, security from theft, petty crimes etc In shelter are mostly satisfactory with some of the shelters have performing good in some indicators.

The cleanliness of toilets, cleanliness inside and outside the premises, overall cleanliness of shelter building & premises are bad in one shelter and good in one shelter.

Now, if we have a look at different facilities in detail, one of the shelters performs badly in many indicators and don't have proper facilities.

Common kitchen space, direction board outside shelter, availability & adequacy of water for drinking

³⁷ Source: MIS SUH DAY NULM Database, November 2019,

https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,

https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

purpose, Ro-system/water purifier and, cleaning materials such as disinfectants & other materials are found at only 1 out of 2 shelters. Major physical repairs required in both the shelter. None of the shelters has the facility of TV sets, Hand wash with soap, maintained first aid box, working fire extinguisher and, CCTV camera. Manager/caretaker were present only in one shelter. The employee didn't have the uniform in one of the shelters. No training, ID cards have been provided by manager in any of the shelter. None of the shelters have rescue vehicle or attendant facility available for the shelter.

In terms of record keeping and occupancy, items/inventory register and, SMC meeting register are maintained at one of the shelters. None of the shelters are maintaining complaint & suggestion register and occupancy register. Only one shelter has formed the Shelter Management Committee.

The Shelters in Dhanbad are badly performing in taking welfare measures. Among all the welfare measures, none of the shelters provide access to any welfare measures at any of the shelters.

JAMSHEDPUR

The city has a population of 0.67 million (excluding the population of Adityapur and Mango) with 170 homeless persons. There are 12 shelters and there is a need of 15 more shelters.³⁸ The information about the funds allocated for SUH DAY NULM has been unavailable for three years out of last five years. 26.41 lakhs in 2015-16 and 36 (34.65) lakhs in 2017-18 were utilised.³⁹

There is no Shelter training and management agency in the city. While doing the study, the team are able to find 10 shelters on ground as rest two shelters are not operational now. The shelters have the capacity of 211 persons with an average of 21 persons. As recorded in the MIS data, 5 shelters in the city are under General category and 7 under Men category. There are no shelters under Women, Special or Family category, which makes the city vulnerable for homeless women, persons with special needs, and families.

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN JAMSHEDPUR

Functionality of fitting and fixtures is bad for 6 out of 10 shelters. Quality of drinking water is bad for 5 out of 10 shelters. General condition and maintenance of the building, drainage arrangement, cleanliness of toilets, cleanliness outside the premises, overall cleanliness of shelter building & premises, overall display condition of shelter, safety from physical structure of building and, security from theft, petty crimes, etc are found to be bad for 2 out 10 shelters. Ventilation in the retiring room and, cleanliness inside the premises are bad for 1 out of 10 shelters. Only general upkeep conditions which includes floor, wall, etc is either satisfactory or good for all shelters.

38 MIS Data, November 2019

39 Source: MIS SUH DAY NULM Database, November 2019,
https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,
https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

Now, if we have a look at different facilities and indicators in detail, some of the shelters performs badly and don't have proper facilities.

Out of 10 shelters in the city, 24x7 accessibility, all weather proof retirement rooms, toilets inside the shelter, piped water supply from local authority are found in 9 shelters. Functional fans, instruction and information flex board, ID cards with employees, maintained first aid box are found in 8 shelters. Emergency contact details board is found in 7 shelters. Direction boards outside shelter, sweepers, requirement of IDs to access the shelter are found in 6 shelters. Duty roaster board, availability & adequacy of water for drinking purpose, hand wash with soap facility, cleaning materials such as disinfectants and other materials are found in 5 shelters. Weather proof structure, availability & sufficiency of water for other/non-drinking purpose is available in 3 shelters. Functional TV sets, rescue vehicle/attendant facility for shelter are available in only 2 shelters. Common kitchen space, Ro-system/water purifier, CCTV camera, Shelter management committee is found in 1 shelter only. None of the shelters have uniforms for employee or facilities like a fire extinguisher. Managers haven't given training to their employees in any of the shelter and also no identification & persuasion of homeless people in the vicinity has happened to encourage them to use the shelter.

In terms of record keeping and occupancy, out of 10 shelters, only 5 shelters maintain occupancy register. None of the shelters maintain SMC meeting register. ID cards are required to access the shelters and 6 shelters do follow this.

The Shelters in Jamshedpur are badly performing in taking welfare measures. Among all the welfare measures, none of the shelters provide access to any welfare measures at any of the shelters. Only one shelter provides education related assistance.

RANCHI

The city has a population of 1.07 million with 346 homeless people. There are 15 shelters and there is a need of additional 7 shelters.⁴⁰ The information about the funds allocated for SUH DAY NULM is unavailable for four years out of last five years. 33 (21.06) lakhs were allocated in the year 2018-19.⁴¹

There is no Shelter training and management agency in the city. While doing the study, the team are able to find 11 shelters on ground, 1 shelter is closed now, and rest 3 shelters couldn't be found. The shelters have a capacity of 378 persons with an average of 34 persons. As recorded in the MIS data, 9 shelters in the city are under General category, 4 shelter under Men category and, 2 shelter under Women category. There are no shelters under Special or Family category.

⁴⁰ MIS Data, November 2019

⁴¹ Source: MIS SUH DAY NULM Database, November 2019,
https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,
https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN RANCHI

General condition and maintenance of building, ventilation in the retiring room, bed/retirement space condition and, overall display condition of shelter is bad in 1 out of 11 shelter and rest of the shelters are performing either satisfactory or good.

Functionality of fitting and fixtures, general upkeep condition (including floor, wall, etc.), drainage arrangement, cleanliness of toilets, cleanliness inside and outside the premises, overall cleanliness of shelter building and premises, safety from physical structure of building and, security from theft, petty crime, etc in shelters is found to be bad in 2 out of 11 shelters. Quality of drinking water is found to be bad in 7 out of 11 shelters.

Now, if we look at different facilities and indicators in detail, some of the shelters perform badly and don't have proper facilities.

Out of 11 shelters in the city, All weather proof retirement rooms are found in 10 shelters. Also, the Manager/ caretaker were present in 10 shelters. 24*7 accessibility, availability of electricity, functional fans, Shelter management committee (SMC) are found in 9 shelters. Emergency contact details board, availability & adequacy of water for drinking purpose, identification & persuasion of homeless people in the vicinity to use the shelter are in place in 7 shelters. First aid boxes are available and maintained in only 6 shelters. Instruction and information flex board, availability & sufficiency of water for other/ non-drinking purpose, cleaning materials (disinfectant & other materials) are available in 5 shelters. Toilets available inside the shelter, employee with ID cards, sweepers are found only in 4 shelters. Common kitchen space, direction boards outside shelter, duty roaster board, piped water supply from local authority, employee with training received by manager are found in 3 shelters. Hand wash facility with soap available, rescue vehicle/attendant facility available for shelter are available only in 2 shelters. TV sets (functional), Ro-system/water purifier, working fire extinguisher, CCTV cameras are found only in 1 shelter out of 11 shelters. Employee aren't in their uniform and only one shelter had employee in uniforms. Stagnation of water in the premises are in 1 shelter.

In terms of record keeping and occupancy, out of 11 shelters, Items/inventory register, attendance register of staffs, complaint & suggestion register are available at 10 shelters. Records of persons accessing the shelters with any ID details are recorded in register with names in 10 shelters. Visitor register are maintained at 9 shelters. Requirement of any ID to access shelters is in place at 9 shelters. Occupancy register and, SMC meeting register are maintained at 8 shelters.

The Shelters in Ranchi city are badly performing in taking welfare measures. Among all the welfare measures, access to counselling facilities available for important information can be found accessible at 8 shelters. Inspection & monitoring of shelter is done frequently in 7 out of 11 shelters. Workshop/ meeting of SMC, street engagement programme, resettlement of homeless residents happens in

5 out of 11 shelters. Health check-up camps/access to healthcare services and, education related assistance is available only in 2 shelters. None of the shelters provide necessary training under skill India and free legal aid access to residents.

JHARKHAND

MAJOR FINDINGS FROM THE SURVEY AND RECOMMENDATIONS

Jharkhand has in total 92 shelters in the state with a capacity of 2040 persons.⁴² The current average of residents in all those shelters is 22. In comparison to the national average of 45 persons per shelter, it is on lower side and hints towards increasing shelter's capacity and a greater number of shelters in the state to cater to the needs of homeless persons. In a span of 10 months from January 2019 to October 2019, the number of shelters has increased from 28 to 92 shelters, which is 228% increase in the number of shelters. The state has 37% shelters under Men category, 33% under General Category, and 30% under Women category. Still, the state has no shelter under Family and Special category.

Table 20: Shelter capacity, Jharkhand

Cities	Shelter	Capacity	Average	Minimum Cap.	Maximum Cap.
Dhanbad	2	100	50	50	50
Jamshedpur	10	211	21	5	50
Ranchi	11	378	34	10	100
Overall in these cities	23	674	30	5	100

As per the Table 3, there has been increase in numbers of missing women all over the country and the state has witnessed the same trend. The state reported for 0.28 to 0.17% of total missing women all over the country. In 2016, the number of missing women was 501 and has gone down to 399 in 2018.⁴³ This is a positive trend and with the state's more active initiatives, the state can become where no person will go missing.

There is no Shelter Training Management Agency in Dhanbad, Jamshedpur and Ranchi city. While doing the study, the survey team couldn't find 4 shelters and also got to know that 2 shelters have become inoperational and 1 shelter got closed down. This comes to 23% of total number of shelters in these three cities only. The MIS data needs to be updated frequently and state needs to put efforts and support the shelters from closing down.

⁴² MIS Data, November 2019

⁴³ *ibid*

Table 21: Differences in number of shelters as reported by survey, Jharkhand

Differences between data as reported by survey (November-February 2019-20) and as per MIS database			
Cities	Shelters as per Survey	Shelters as per MIS Data	Differences
Dhanbad	2	3	1
Jamshedpur	*10	12	2
Ranchi	**12	15	3
Overall in these cities	**23	30	7

Source: MIS SUH DAY NULM, November 2018 and records from survey

* shelters are not operational

** 1 shelter is closed

The overall conditions of shelters surveyed in all three cities are mostly bad with some of the shelters are performing satisfactory or good in some indicators and facilities. 1 shelter in Ranchi and 3 shelters in Jamshedpur performed very badly in almost all the indicators. In one shelter (Pahari Tola) of Ranchi, people sleep on floor. The average number of beds in Ranchi, Dhanbad and Jamshedpur are 13, 32 and 19 respectively. All shelters in the cities of Dhanbad, Jamshedpur and Ranchi are permanent structure i.e. RCC building construction. Only 1 shelter in Jamshedpur reportedly has incorporated eco-friendly designs including rainwater harvesting and solar heating. Shelters in Jamshedpur reported to need major physical repairs while Ranchi shelters require minor repairs. 1 shelter in Ranchi and 1 shelter in Jamshedpur is not 24*7 open. Only in 2 shelters (1 in Ranchi and 1 in Dhanbad) out of 23 shelters, manager/caretaker was wearing uniform. Out of 5 special shelters (women, person with disabilities), 2 shelters reported are reported to have a security guard present. Overall, only 9 shelters reported to have sweeper. 2 shelters of Ranchi and 2 shelters of Jamshedpur reported to have rescue vehicles. Training to managers was given in 2 shelters of Ranchi only.

Shelters in Jamshedpur and Ranchi reported incidences of violence as often (2 shelters in Ranchi) and usual (2 shelters of Jamshedpur and 1 in Ranchi). The people use shelter services because they are forced to use (1 shelter in Dhanbad), friendly, good service and they consider it as safe space. The people do not use the facilities of shelters because of apprehensions (82 percent of shelters reported), bad service and unsafe space (as reported by 2 shelters in Jamshedpur). 61% of the shelters have reported that government does not provide appropriate measure and facility.

All shelters come under their respective Municipal Corporation and are under the purview of NULM. The people residing in shelters are mostly seasonal workers, orphans and lost persons, people with serious illness or mental health issues, persons seeking education related opportunities, general employment seekers, persons with social issues such as those who are facing family issues, community disputes, social outcaste etc.

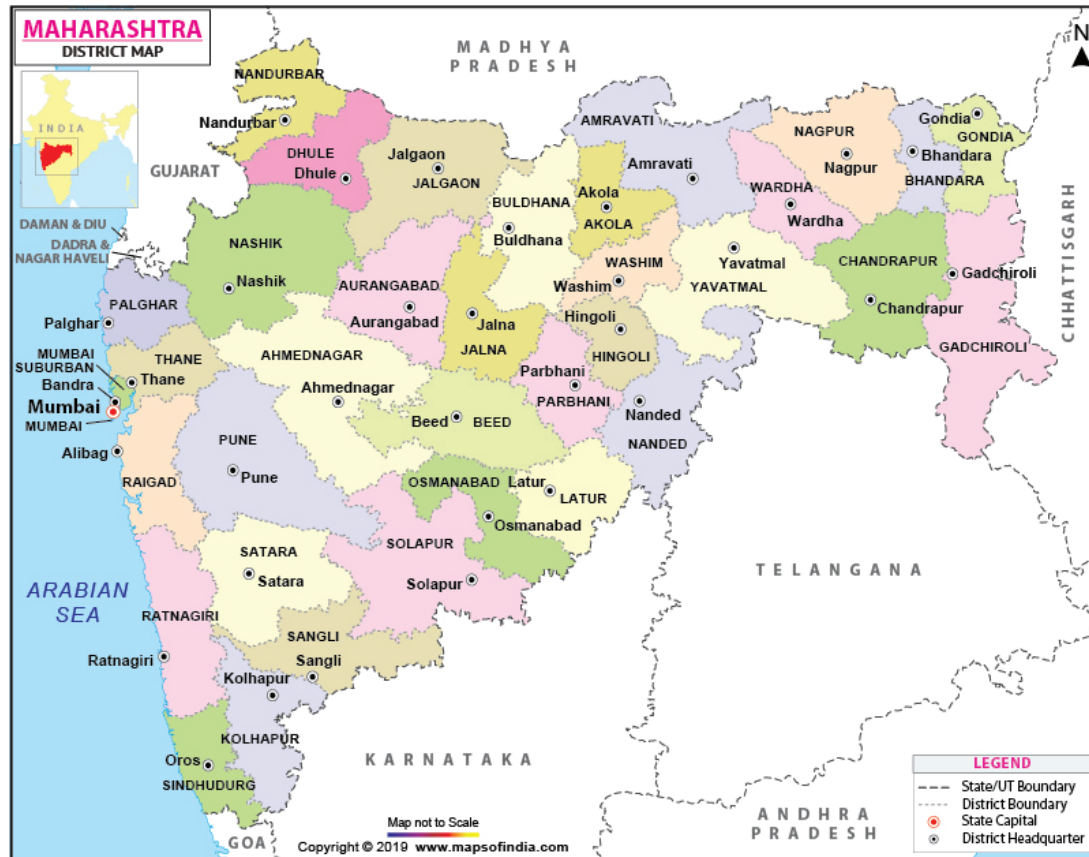
Table 22: Various Indicators assessed to know the performance of the shelters in surveyed cities of Jharkhand

Indicators	Dhanbad	Jamshedpur	Ranchi	Overall
zAccess and Physical Infrastructure, Equipment and Fittings				
Open 24 *7 & accessible	100.0	90.0	81.8	86.9
Common kitchen space available	50.0	10.0	27.2	17.3
Weather proof structure	100.0	30.0	100.0	65.2
Major physical repairs required in the shelter	100.0	100.0	100.0	100.0
RCC Building Construction	100.0	100.0	100.0	100.0
Equipment and fittings				
Availability of electricity	100.0	100.0	81.8	91.3
*TV sets (functional)	0.0	20.0	9.1	13.0
Fans (functional)	100.0	80.0	81.8	82.6
Display Conditions and Retirement Facilities				
Direction boards outside shelter	50.0	60.0	27.2	43.4
Instruction and information flex board	100.0	80.0	45.4	65.2
Duty roster board	100.0	50.0	27.2	43.4
Emergency contact details board	100.0	70.0	63.6	69.5
All weather proof retirement rooms (general)	100.0	90.0	90.9	91.3
Cleanliness & Water Sanitation and WASH (Hygiene) Condition				
Toilets available inside the shelter	100.0	90.0	36.3	65.2
Piped water supply from local authority	100.0	90.0	27.2	60.8
Availability & adequacy of water for drinking purpose	50.0	50.0	63.6	47.8
Availability & sufficiency of water for other/non-drinking purpose	100.0	30.0	45.4	43.4
Ro-system/water purifier	50.0	10.0	9.1	13.0
Hand wash facility with soap available	0.0	50.0	18.1	30.4
Cleaning materials (disinfectant & other materials) available	50.0	50.0	45.4	47.8
Stagnation of water in the premises	0.0	20.0	9.1	13.0
Manpower Allocation				
Manager/ caretaker present (generally)	50.0	100.0	90.9	91.3
Uniform (generally)	50.0	0.0	9.1	8.7
ID card (generally)	0.0	80.0	36.3	52.1
Whether received any training is received by manager	0.0	0.0	27.3	13.0
Sweeper present (generally)	0.0	60.0	36.4	43.5
Rescue vehicle/attendant facility available for shelter	0.0	20.0	18.2	17.4
Outreach, Safety and Security				

First aid box maintained	0.0	80.0	54.5	60.8
Fire extinguisher working available	0.0	0.0	9.1	4.3
CCTV camera facilities available	0.0	10.0	9.1	8.7
Identification & persuasion of homeless people in the vicinity to use the shelter	50.0	0.0	63.6	34.7
Shelter management committee (SMC) formed	50.0	10.0	81.8	43.4
Records maintained and occupancy				
Items/inventory register maintained	50.0	100.0	90.9	91.3
Attendance register of staffs maintained	100.0	100.0	90.9	95.7
Complaint & suggestion register maintained	0.0	100.0	90.9	87.0
Visitor register maintained	100.0	100.0	81.8	91.3
Occupancy register maintained	0.0	50.0	72.7	56.5
SMC meeting register maintained	50.0	0.0	72.2	39.1
Whether any ID is required for access	100.0	60.0	81.8	73.9
Whether any ID details are recorded in register with names	50.0	100.0	90.9	91.3
Welfare Measures				
Access to counselling facilities available for important information	0.0	0.0	72.7	34.7
Training under skill India	0.0	0.0	0.0	0.0
Free legal aid access	0.0	0.0	0.0	0.0
Health check up camps/access	0.0	0.0	18.1	8.7
Education related assistance	0.0	10.0	18.8	13.1
Workshop/meeting of SMC held	0.0	0.0	45.4	21.7
Street engagement program	0.0	0.0	45.4	21.7
Resettlement of homeless residents	0.0	0.0	45.4	21.7
Inspection & monitoring of shelter done frequently	0.0	0.0	63.6	30.4

Figures are in percentages

Chapter 6: MAHARASHTRA (GREATER MUMBAI, NASHIK & PUNE)



In Maharashtra, there are 83 shelters. The state has 15% shelters under Men category, 63% under General Category, 6% under Women category and, 16% under Special category. The state has no shelter under Family category. The total capacity of all the shelters combined is 4170 persons.⁴⁴

The survey team has conducted study in three cities, namely Greater Mumbai, Nashik, and Pune. As per the MIS data record, there are in total 35 shelters in these three cities.⁴⁵ Out of which, 15 shelters are under General category and 2 shelters under Men category, 17 shelters under Women category and, 1 shelter under Special category. There are no shelters under Family category. During the survey, out of total 35 shelters, the team could not find 6 shelters on ground i.e. 4 out of 22 in Greater Mumbai and 2 out of 6 in Nashik.

⁴⁴ MIS Data SUH DAY NULM, November 2019

⁴⁵ ibid

Table 23: Number of Shelters category wise, Maharashtra

Number of Shelters category wise (General, Men, Women, Special, Family)						
City	General	Men	Women	Special	Family	Total
Greater Mumbai	5	2	14	1	0	22
Nashik	6	0	0	0	0	6
Pune	4	0	3	0	0	7
Total	15	2	17	0	0	35

Source: MIS Database accessed in November 2019.

Note: The data has not updated for a long time.

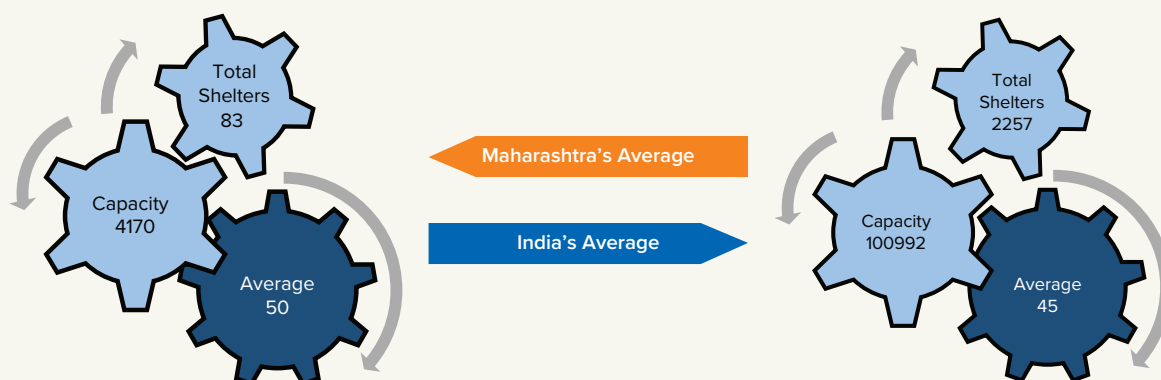
Table 24: Shelter in proportion to population, Maharashtra

Indicators	Greater Mumbai	Nashik	Pune
Population (million)	12.4	1.5	3
Number of Shelters	22	6	7
Number of Homeless	NA	898	950
Number of Shelter required	125	8	10

Source: MIS Data, November 2019

*Excluding population of Adityapur and Mango

**Census 2011



In the surveyed three cities, there are no Women shelters in Nashik and, no Family shelters in all three shelters leaving homeless women of all age group vulnerable to various kinds of issues, exploitation, and harassment.

The study team focused their studies in three cities and did in-depth studies. Let's look at every city separately for greater understanding of the shelter's condition, facilities being provided, and the shortcomings.

GREATER MUMBAI

The city has a population of 12.4 million with unknown number of homeless persons.⁴⁶ There are 22 shelters⁴⁷ and looking at the number of homeless persons, 125 more shelters are needed. The information about the funds allocated for SUH DAY NULM has been unavailable for three years out of last five years. 45.5 lakhs and 28 lakhs were allocated in the year 2015-16 and 2016-17 respectively.⁴⁸

Table 25: Funding in lakh for SUH DAY NULM Allocated funds, Maharashtra

Funding in lakh for SUH DAY NULM Allocated funds (Utilized funds)						
City	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
India			127871	79291	84191	
Maharashtra			12765	6660	7629	
Greater Mumbai		45.5 (0)	28 (0)			
Nashik						
Pune		10 (0)				
Maharashtra Funds as percentage of total allocation			10%	8.3%	9%	

Note: Blank Spaces indicate data not available

Source: MIS SUH DAY NULM Database, November 2019,

https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,

https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

There is no Shelter training and management agency in the city. While doing the study, the team are able to find 18 out of 22 shelters on ground. The shelters have the capacity of 909 persons with an average of 50.5 persons. As recorded in the MIS data, 5 shelters in the city are under General category, 2 under Men category, 14 under Women category and, 1 under Special category. There are no shelters under Family category.

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN GREATER MUMBAI

Overall general condition of building, general upkeep condition (including floor, wall, etc.), ventilation in the retiring room, bed/retirement space condition, overall display condition of shelter, drainage arrangement, cleanliness of toilets, overall cleanliness of shelter building and premises, safety from physical structure of building, security from theft, petty crime, etc in shelter are found mostly either satisfactory or good except at a few shelters the situation are found to be bad. Maintenance of building, cleanliness inside the premises are found in almost 1/3rd or more shelters. Functionality of fitting and fixtures, and cleanliness outside the premises are found bad at most of the shelters. Quality

⁴⁶ Census 2011

⁴⁷ MIS Data, November 2019

⁴⁸ Source: MIS SUH DAY NULM Database, November 2019,

https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,

https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

of drinking water is the only facility which is found to be either satisfactory or good at all shelters.

Now, if we have a look at different facilities in detail, one of the shelters performs badly in many indicators and don't have proper facilities. Out of 18 shelters, availability of electricity, functional TV sets, fans, toilets available inside the shelter, piped water supply from local authority are found in 17 shelters. 24 *7 & accessibility, all weather proof retirement rooms, availability & sufficiency of water for other/non-drinking purpose are available at 15 shelters. First aid box is maintained at 14 shelters. Common kitchen space, hand wash facility with soap, cleaning materials (disinfectant & other materials) and, SMC are found at 13 shelters. Weather proof structure, direction boards outside shelter are found in 12 shelters. Apart from all the above facilities, rest facilities or services are found to be available at half of the shelters and even at lesser number of shelters. None of the shelters have employee in uniform. Rescue vehicle or attendant is available at only 3 shelters. Sweeper is available in only 1/3rd of the shelters.

In terms of record keeping and occupancy, except a few shelters, most of the shelters are keeping all records and registers maintained. Only 50% of the shelters ask for IDs to access the shelter and keep their records with names.

The Shelters in Greater Mumbai are badly performing in taking welfare measures. Among all the measures or initiatives, access to counselling facilities for important information, training under Skill India, free legal aid access, SMC meeting or workshop, inspection & monitoring of shelter are not happening or being provided at majority of the shelters.

NASHIK

The city has a population of 1.5 million with 898 homeless persons. There are 6 shelters and there is a need of 8 more shelters.⁴⁹ The information about the funds allocated for SUH DAY NULM has been unavailable for last five years.⁵⁰

There is no Shelter training and management agency, SMC and, CCTV facilities in the city. While doing the study, the team are able to find 4 out of 6 shelters on ground. The shelters have the capacity of 330 persons with an average of 82.5 persons. As recorded in the MIS data, all 6 shelters in the city are under General category. There are no shelters under Women, Special or Family category, which makes the city vulnerable for homeless women, persons with special needs, and families.

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN NASHIK

Except quality of drinking water, the city is performing very badly in all indicators. General upkeep

49 MIS Data, November 2019

50 Source: MIS SUH DAY NULM Database, November 2019,
https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,
https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

condition including floor, wall, etc, ventilation in the retiring room, bed/retirement space are found to be in bad condition at all the shelters. Overall display of majority of shelters are bad. Most of the shelters in the city is not safe from physical structure of the building and no security from theft, petty crimes etc in shelters.

Now, if we have a look at different facilities and indicators in detail, some of the shelters performs badly and don't have proper facilities.

Out of 4 shelters in the city, all the shelters are performing very poorly in all indicators except a few indicators. Only 1 out of 4 shelters have common kitchen space, weather proof structure, direction boards outside shelter, emergency contact details board, availability & sufficiency of water for other/ non-drinking purposes. Only 2 out of 4 shelters can be accessed 24x7 and have RCC building, availability & adequacy of drinking water. Major physical repairs required in 3 out of 4 shelters. Electricity, toilets inside the shelter, piped water supply are found in 3 out of 4 shelters. All other facilities except fire extinguisher, first aid box and, CCTV cameras are not available in any of the shelters. Manager/caretaker were present in only one shelter.

In terms of record keeping and occupancy, out of 4 shelters, none of the shelters are maintaining any kind of records as suggested in NULM guidelines.

The Shelters in Nashik are badly performing in taking welfare measures. No welfare measures are being taken at any of the shelters in the city.

PUNE

The city has a population of 3 million with 950 homeless people. There are 7 shelters in the city and there is a need of additional 10 shelters.⁵¹ The information about the funds allocated for SUH DAY NULM is unavailable for four years out of last five years. 10 (0) lakhs were allocated in the year 2015-16.⁵²

There is no Shelter training and management agency in the city. While doing the study, the team are able to find all 7 shelters on ground. The shelters have the capacity of 499 persons with an average of 71.3 persons. As recorded in the MIS data, 4 shelters in the city are under General category, 3 shelter under Women category. There are no shelters under Special or Family category.

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN PUNE

Overall performances of all the shelters in various indicators are found satisfactory. Except, 4 shelters are badly managing cleanliness outside the premises. Drainage arrangement is bad in 3 shelters and maintenance of building, functionality of fitting & fixtures and, ventilation in the retiring room are

⁵¹ MIS Data, November 2019

⁵² Source: MIS SUH DAY NULM Database, November 2019,
https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf,
https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

found to be bad in 2 out of 7 shelters.

Now, if we have a look at different facilities and indicators in detail, some of the shelters performs badly and don't have proper facilities.

Weather proof structure, RCC building, electricity, direction boards outside shelter, instruction and information flex board, piped water supply from local authority are not found in 1 out of 7 shelters. Cleaning materials (disinfectant & other materials), CCTV camera facility, SMC are not found in place in 2 out of 7 shelters. Only 4 out of 7 shelters have all weather proof retirement rooms, availability & sufficiency of water for other/non-drinking purposes, hand wash with soap facility. Only 3 shelters have the facility of common kitchen space, emergency contact details board, identification and persuasion of homeless persons in the vicinity to use the shelter. Only 2 shelters have rescue vehicle/ attendant facility, Ro-system/water purifier. Only 1 shelter have functional TV sets, and employees with ID cards. None of the shelters have employee in uniform and no shelters maintain first aid box.

In terms of record keeping and occupancy, out of 7 shelters, 6 shelters maintains items/inventory register, attendance register, complaint & suggestion register and, visitor register. SMC meeting register is maintained at only one shelter. Only 5 shelters require ID cards to access the shelters and keep their record with names.

The Shelters in Pune are badly performing in taking welfare measures. Only access to counselling facilities for important information and health check-up camps or access to healthcare services are being provided at all shelters. Training under skill India is being provided at only 2 shelters. Access to free legal aid and SMC workshop or meeting are being held in 3 shelters. Education related assistance and frequent inspection & monitoring of shelter is done in 5 shelters. Street engagement programme is being organised at only one out of 7 shelters.

MAHARASHTRA

MAJOR FINDINGS FROM THE SURVEY AND RECOMMENDATIONS

Maharashtra has in total 83 shelters in the state with a capacity of 4170 persons.⁵³ The current average of residents in all those shelters is 50. In comparison to the national average of 45 persons per shelter, it is on higher side and hints towards increasing number of shelters in the state to cater to the needs of homeless persons. In a span of 10 months from January 2019 to October 2019, the number of shelters has decreased from 87 to 83 shelters, which is a 4.6% decrease in number of shelters. The state has 15% shelters under Men category, 63% under General Category, 6% under Women category and, 16% under Special category. The state has no shelter under Family category.

⁵³ MIS Data, November 2019

Table 26: Shelter capacity, Maharashtra

Cities	Shelter	Capacity	Average	Minimum Cap.	Maximum Cap.
Greater Mumbai	18	909	50.5	8	300
Nashik	4	330	82.5	20	160
Pune	7	499	71.3	22	150
Overall in these cities	29	1738	59.9	8	300

As per the Table 3, there has been increase in numbers of missing women all over the country and the state has witnessed the same trend. The state reported for 16.27 to 15.18% of total missing women all over the country from 2016 to 2018. In 2016, the number of missing women was 28316 and has gone up to 33964 in 2018.⁵⁴

There is no Shelter Training Management Agency in Greater Mumbai, Nashik and Pune. Nashik is also deprived of SMC and CCTV camera facilities. While doing the study, the survey team couldn't find 6 out of 35 shelters. This comes to 17% of total number of shelters in these three cities only. The MIS data needs to be updated frequently and state needs to put efforts and support the shelters from closing down.

Table 27: Differences in number of shelters as reported by survey, Maharashtra

Differences between data as reported by survey (November-February 2019-20) and as per MIS database			
Cities	Shelters as per Survey	Shelters as per MIS Data	Differences
Greater Mumbai	18	22	4
Nashik	4	6	2
Pune	7	7	0
Overall in these cities	29	35	6

Source: MIS SUH DAY NULM, November 2018 and records from survey

Source: MIS SUH DAY NULM, November 2018 and records from survey

The overall conditions of shelters surveyed in all three cities especially Nashik is mostly bad with some of the shelters are performing satisfactory or good in some indicators and facilities. In all the shelters of Nashik, people sleep on floor while shelters in Mumbai and Pune have beds, cots, mattress, blankets etc ranging from 5 to 60 beds and one shelter in Mumbai has 130 beds. 2 shelters each in Nashik and Mumbai are not 24*7 accessible. 3/4 (75%) shelters in Nashik and 5/18 (28%) shelters in Mumbai do not have appropriate space for shelters. None of the shelters are eco-friendly as mentioned in the guidelines of DAY NULM. Only 35% shelters have recreational space with only 2 shelters in Pune and no shelter in Nashik. Major physical repairs, maintenance of doors, windows and ventilation are required in all shelters of Nashik. Half of the shelters in Nashik, Mumbai are in

⁵⁴ ibid

temporary structure. The 7/17 shelters in Mumbai have temporary toilet structure.

Only 4 shelters in Pune and 6 shelters in Mumbai have conducted training for the managers/caretakers of the shelters. Not a single caretaker in shelters of Nashik, Mumbai and Pune were wearing uniform. In all shelters of Nashik there is no sweeper and only a few shelters have sweepers in Mumbai. There is no security guard in Nashik shelters and a few shelters in Mumbai have security guard.

1 shelter in Mumbai and 1 shelter in Nashik charge a fee of Rs. 20 and Rs. 50 respectively to use shelter facilities. Only 2 out of 14 shelters in Mumbai provide sanitary hygiene pads to women. Overall, only 38.46% of shelters provide free food to the homeless (80% in Mumbai and 100% in Pune). Violence is reported in all the cities in the shelters. The reason why people use shelters are: forced to use, friendly space, safe place, good service and some have reported that they don't have any other options. The main reason, why other people do not use shelters, is because of apprehensions of being unsafe space.

All shelters come under their respective Municipal Corporation and are under the purview of NULM. The people residing in shelters are mostly seasonal workers, orphans and lost persons, people with serious illness or mental health issues, persons seeking education related opportunities, general employment seekers, persons with social issues such as those who are facing family issues, community disputes, social outcaste etc.

Table 28: Various Indicators assessed to know the performance of the shelters in surveyed cities of Maharashtra

Indicators	Greater Mumbai	Nashik	Pune	Overall
Access and Physical Infrastructure, Equipment and Fittings				
Open 24 *7 & accessible	83.3	50.0	100.0	82.7
Common kitchen space available	72.2	25.0	42.8	58.6
Weather proof structure	66.6	25.0	85.7	65.5
Major physical repairs required in the shelter	14.2	75.0	14.2	24.0
RCC Building Construction	50.0	50.0	85.7	58.6
Availability of electricity	94.4	75.0	85.7	89.6
Equipment and fittings				
Availability of electricity	94.4	75.0	85.7	89.6
*TV sets (functional)	94.4	0.0	14.2	62.0
Fans (functional)	94.4	0.0	100.0	82.7
Display Conditions and Retirement Facilities				

Direction boards outside shelter	66.6	25.0	85.7	65.5
Instruction and information flex board	61.1	0.0	85.7	58.6
Emergency contact details board	44.4	25.0	42.8	41.3
All weather proof retirement rooms (general)	83.3	0.0	57.1	65.5
Cleanliness & Water Sanitation and WASH (Hygiene) Condition				
Toilets available inside the shelter	94.4	75.0	100.0	93.1
Piped water supply from local authority	94.4	75.0	85.7	89.6
Availability & adequacy of water for drinking purpose	100.0	50.0	100.0	93.1
Availability & sufficiency of water for other/non-drinking purpose	83.3	25.0	57.1	68.9
Ro-system/water purifier	49.9	0.0	28.5	37.9
Hand wash facility with soap available	72.2	0.0	57.1	58.6
Cleaning materials (disinfectant & other materials) available	72.2	0.0	71.4	62.0
Stagnation of water in the premises	55.5	0.0	57.1	48.2
Manpower Allocation, Outreach, Safety and Security				
Manager/ caretaker present (generally)	88.8	25.0	100.0	82.7
Uniform (generally)	0.0	0.0	0.0	0.0
ID card (generally)	44.4	0.0	14.2	31.0
Whether received any training is received by manager	38.8	0.0	57.1	37.9
Sweeper present (generally)	33.3	0.0	100.0	44.7
Rescue vehicle/attendant facility available for shelter	16.6	0.0	28.5	17.2
Outreach, Safety and Security				
First aid box maintained	77.7	100.0	0.0	62.0
Fire extinguisher working available	44.4	100.0	100.0	65.5
CCTV camera facilities available	50.0	100.0	71.4	62.0
Shelter management committee (SMC) formed	72.2	0.0	71.4	62.0
Identification & persuasion of homeless people in the vicinity to use the shelter	44.3	25.0	42.8	41.6
Records maintained and occupancy				
Items/inventory register maintained	88.4	0.0	85.7	75.7
Attendance register of staffs maintained	83.3	0.0	85.7	72.3
Complaint & suggestion register maintained	61.1	0.0	85.7	58.6
Visitor register maintained	66.6	0.0	85.7	62.0
SMC meeting register maintained	66.6	0.0	14.2	44.8
Whether any ID is required for access	50.0	25.0	71.4	51.7
Whether any ID details are recorded in register with names	50.0	0.0	71.4	48.2
Welfare Measures				
Access to counselling facilities available for important information	38.8	0.0	100.0	48.2
Training under skill India	16.6	0.0	28.5	17.2
Free legal aid access	22.2	0.0	57.1	27.5
Health check up camps/access	77.7	0.0	100.0	72.4

Education related assistance	66.6	0.0	71.4	58.6
Workshop/meeting of SMC held	44.4	0.0	57.1	41.3
Street engagement program	22.2	0.0	14.2	17.2
Resettlement of homeless residents	50.0	0.0	42.8	41.3
Inspection & monitoring of shelter done frequently	44.4	0.0	71.4	44.8

Figures are in percentages

Chapter 7: TAMIL NADU (COIMBATORE & MADURAI)



In Tamil Nadu, there are 139 shelters with total capacity of all the shelters combined is 7230. 54% of the shelters are under General category, 30% under Special category, 9% under Men category, and 7% under Women category. There are no family shelters in the state.⁵⁵

The survey team has conducted study in two cities, namely Coimbatore and Madurai. In these two cities, there are in total 28 shelters.⁵⁶ Out of which, 27 shelters are under General category and 1 shelter under Women category. There are no Women, Special, or Family shelters in Coimbatore. Madurai has only 1 Women shelters and no family or special shelters. Besides all the shelters in both cities are under General category which is no different than any Men category shelters in absence of clear and separate rules, demarcation, and additional facilities for women, and persons with specific needs.

⁵⁵ MIS Data SUH DAY NULM, November 2019

⁵⁶ ibid

Table 29: Number of Shelters category wise, Tamil Nadu

Number of Shelters category wise (General, Men, Women, Special, Family)						
City	General	Men	Women	Special	Family	Total
Coimbatore	4	0	0	0	0	4
Madurai	23	0	1	0	0	24
Total	27	0	1	0	0	28

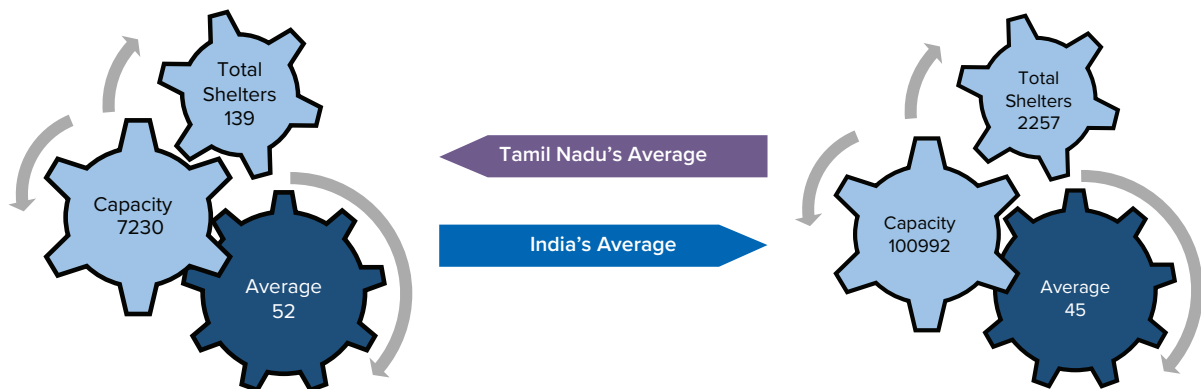
Note: The data has not updated for a long time.

Source: MIS SUH DAY NULM Database, accessed in November 2019.

Table 30: Shelter capacity in proportion to population

Indicators	Coimbatore	Madurai
Population (million)	1.6	1.5
Number of Shelters	4	24
Number of Homeless	1048	1178
Number of Shelter required	5	15

Source: MIS Data, November 2019



In the surveyed two cities, Coimbatore has 1 Women and 2 Special shelters and no family shelters out of 5 shelters. Madurai has no women, family, or special shelters and all the shelters are kept under General category. This leaves a large number of homeless women of all age group vulnerable to various kinds of issues, exploitation, and harassment.

The study team focused their studies in two cities and did in-depth studies. Let's look at every city separately for greater understanding of the shelter's condition, facilities being provided, and the shortcomings.

COIMBATORE

The city has a population of 1.6 million with 1048 homeless people. There are only 4 shelters and there is a need of 5 more shelters.⁵⁷ The information about the funds allocated for SUH DAY NULM is

⁵⁷ MIS Data, November 2019

unavailable for the year 2018-19 out of the last five years. 443 lakhs, 168 lakhs, 615 lakhs, and 796 lakhs were utilised in the year 2014-15, 2015-16, 2016-17, and 2017-18 respectively.⁵⁸

Table 31: Funding in lakh for SUH DAY NULM Allocated funds, Tamil Nadu

Funding in lakh for SUH DAY NULM Allocated funds (Utilized funds)						
City	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
India			127871.2	79291.08	84191.45	
Tamil Nadu			13268.92	8565.71	9814.87	
Coimbatore	443	168	615	796 (100)		
Madurai	54		100			
Tamil Nadu Funds as percentage of total allocation			10%	11%	12%	

Note: Blank Spaces indicate data not available

Source: MIS SUH DAY NULM Database, November 2019, https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf, https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

All the shelters in the city is equipped with Shelter Training Management Agency, Shelter Management Constitution and CCTV Cameras. While doing the study, the team found 5 shelters, whereas the MIS Data of November 2019 says only 4. The 5 surveyed shelters have the capacity of 335 people with an average of 67 homeless people per shelter. 4 shelters in the city are under General category.⁵⁹

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN COIMBATORE

The overall general conditions of the building and maintenances are satisfactory for most of the shelters in the city. The functionality of fitting and fixtures is also either satisfactory or good leaving one shelter with bad conditions. The general upkeep condition including walls, floor, etc and ventilation in the retiring room is found to be satisfactory for 4 shelters and good for one shelter. The condition of bed/retiring space is bad in one shelter while rest of the shelters are in either satisfactory or good condition.

The quality of drinking water, drainage arrangement, cleanliness of toilets, and overall cleanliness of shelter building and premises inside and outside with display conditions of shelter are found to be either good or satisfactory. One of the shelters is found to be having bad cleanliness outside its premises.

The overall safety from physical structure of building, security from theft, petty crimes etc in shelters is also found to be satisfactory with one shelter performing good in safety from physical structure of the building.

⁵⁸ Source: MIS SUH DAY NULM Database, November 2019, https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf, https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

⁵⁹ MIS SUH DAY NULM Database, accessed in November 2019. Note: The data has not been updated since long time.

Now, if we have a look at different facilities in detail, some of the shelters lacks in some facilities, which should have been provided to the residents of the shelters.

Functional fans, availability and adequacy of water for drinking purpose, hand wash facility with soap, cleaning materials like disinfectants and other materials, CCTV cameras facilities etc are found to be available only in 4 out of 5 shelters. RCC building construction, instruction and information flex board, and duty roaster board are available only in 3 out of 5 shelters. The issue of water stagnation in the premises is also found to be in 3 out of 5 shelters. Ro-system or water purifier are found only in 2 out of 5 shelters. Direction boards outside shelter and working fire extinguisher are surprisingly found only in 1 out of 5 shelters. One shelter also requires major physical repairs in the shelter.

In terms of Manpower allocation, the employee of 4 out of 5 shelters doesn't have uniform and ID cards. Rescue vehicle / attendant facility is also not available in 4 out 5 shelters. One out of 5 shelters don't have the facility of identification & persuasion of homeless people in the vicinity. Shelter Management Committee is not formed in 1 out of 5 shelters.

In terms of record keeping and occupancy, items/inventory register, complaint & suggestion register, occupancy register, SMC meeting register are maintained at 4 out of 5 shelters. Visitor register is maintained only at 2 out of 5 shelters. Only 2 shelters require any ID to access the shelter for visit and maintain their records. Talking about welfare measures taken at shelters, 4 out of 5 shelters provide training under Skill India. 2 out of 5 shelters provide free legal aid access at their shelters. 1 out of 5 shelters organise workshop or meeting of SMC. None out of 5 shelters provide education related assistance or do street engagement programme or any homeless survey.

MADURAI

The city has a population of 1.5 million with 1178 homeless people. There are only 24 shelters and there is a need of 15 more shelters.⁶⁰ The information about the funds allocated for SUH DAY NULM is unavailable for three years out of last five years. 54 lakhs, and 100 lakhs were allocated in the year 2014-15, and 2016-17 respectively.⁶¹

62% of the shelters in the city have Shelter Management Training Agency, Shelter Management Constitution and only 50% shelters are equipped with CCTV Camera facilities. While doing the study, the team could only find 13 shelters on ground against 28 shelters in record. The 13 shelters have the capacity of 325 persons with an average of 25 homeless persons. Among 28 shelters recorded in MIS Data of November 2019, only 1 shelter is under Women category and rest 23 other shelters are under General category. This data clearly shows the vulnerability of women and other homeless persons. As per the feedback from the survey team, the General category shelters are not well equipped

60 MIS Data, November 2019

61 Source: MIS SUH DAY NULM Database, November 2019,
https://nulm.gov.in/PDF/letters_pdf/NULM_StateUTwise_2017_18.pdf ,
https://nulm.gov.in/PDF/letters_pdf/StateUTwise_CentralFunds_DAYNULM_2018_19.pdf

with facilities needed for different homeless categories, like no separate or added facility for women residents or persons with disabilities.

SHELTER'S PERFORMANCE AND ITS CONDITIONS IN MADURAI

The overall general conditions of the building, maintenance of building, functionality of fitting and fixtures, general upkeep condition including floor, wall etc, ventilation in retiring room, bed / retirement space is either good or satisfactory for all 13 shelters.

The quality of drinking water, drainage management, cleanliness of toilets, cleanliness inside the premises, overall cleanliness of shelter building and premises, and overall display condition of shelters are either good or satisfactory. Cleanliness outside the premises is bad for 1 out of 13 shelters.

Safety from physical structure of the building and security from theft, petty crimes etc in shelters are also either good or satisfactory.

It is important to note that there is vast gap in number of shelters exist on ground and on record. Out of 28 recorded in MIS data of November 2019, there are only 13 shelters which is less than the half of total shelters. Now, if we have a look at different facilities in detail, some of the shelters lacks in some crucial indicators.

12 out of 13 shelters have facilities of functional TV sets, CCTV cameras, and duty roaster board. 11 out of 13 shelters have direction boards outside the shelters. 9 out of 13 shelters have instruction and information flex board. One out 13 shelters have the problem of stagnation in the premises. Employees at only one shelter have ID cards.

There are no complaint and suggestion register, visitor register, SMC meeting register at any of the shelters. The SMC has also not been formed at any of the shelters and there are no efforts of identification and persuasion of homeless people in the vicinity to use the shelter.

With regards to welfare measures that a shelter should provide to its persons residing there, no efforts are being made for training of people under Skill India. There are no efforts for formation of Shelter Management Committee and thus no workshops were held too. No street engagement programme has happened in any of the shelters. Access to free legal aid is only provided at 8 out 13 shelters. Education related assistance is provided only in 1 out of 13 shelters. No homeless survey is done at any of the shelters.

TAMIL NADU

MAJOR FINDINGS FROM THE SURVEY AND RECOMMENDATIONS

Tamil Nadu has in total 139 shelters in the state with a capacity of 7230 persons.⁶² The current average

⁶² MIS Data, November 2019

of residents in all those shelters is 52. In comparison to the national average of 45 persons per shelter, it is on higher side and hints towards increasing shelters in the state. In a span of 10 months from January 2019 to October 2019, the number of shelters has increased from 134 to 139 shelters. In Tamil Nadu, 54% of the shelters are under General category, 30% under Special category, 9% under Men category, and 7% under Women category. There are no family shelters in the state. The General category shelters need to have very clear rules and facilities to cater to the needs of people of different category like special arrangements for women, differently abled and other persons which falls under special category. In absence of such demarcation, the vulnerability of women homeless persons and others with specific needs remain high and this demands a greater number of Women, family and special shelters which cater to specific needs of the homeless persons under the same category.

Table 32: Shelter Capacity, Tamil Nadu

Cities	Shelter	Capacity	Average	Minimum Cap.	Maximum Cap.
Coimbatore	5	335	67	14	160
Madurai	13	325	25	20	30
Overall in these cities	18	660	37	14	160

As per the Table 3, there has been increase in numbers of missing women all over the country and the state has witnessed the same trend. The state reported for 4.5 to 6.5% of total missing women all over the country in different years. In 2016, the number of missing women were 9596 and the same has gone up to 10403 in 2018.⁶³

All the shelters of Coimbatore are equipped with CCTV camera facilities, Shelter Management Training Agency and Shelter Management Constitution whereas in Madurai the 62% of the shelters have Shelter Management Training Agency and Shelter Management Constitution and only 50% shelters are equipped with CCTV Camera facilities. While doing the study, the survey team found a large number of disparities in number of shelters on ground and in MIS data. In Madurai, the gap was as high as 54%. Coimbatore showed a positive trend and it has one additional shelter on ground than in MIS data.

Table 33: Differences in number of shelters as reported by survey, Tamil Nadu

Differences in number of shelters as reported by survey (November- February 2019-20) and as per MIS database			
Cities	Shelters as per Survey	Shelters as per MIS Data	Differences
Coimbatore	5	4	1
Madurai	13	28	15
Overall in these cities	18	32	14

Source: MIS SUH DAY NULM, November 2018 and records from survey

⁶³ ibid

The overall conditions of shelters surveyed in all three cities were either good or satisfactory with some of the shelters were doing bad in functionality of fitting and fixtures, general condition of bed/retirement space, and cleanliness outside the shelter premises.

The shelters in Coimbatore and Madurai are under purview of Tamil Nadu State Government and Madurai Corporation respectively. As per the survey, Coimbatore has a Women, two General, two Special shelters and Madurai has 13 general shelters. The average number of beds in shelters of Coimbatore and Madurai are 40 and 25 respectively. The average number of toilet seats in the shelters of Coimbatore and Madurai are 14 and 6 respectively. The average number of functional bathrooms in shelters of Coimbatore and Madurai are 8 and 5 respectively. The average number of Managers in the shelters of Coimbatore and Madurai are 2.5 and 2.6 respectively. 4/5 shelters in Coimbatore do not have security guard. In 94% of the shelters, managers were not in proper uniform and didn't have ID cards. 4/5 shelters in Coimbatore do not have fire extinguisher. The residents in Coimbatore are linked with government schemes such as possession of ID Cards, access to health facility and skill training whereas in Madurai there is no such linkages. The battery-operated three-wheelers are available for physically disabled in Coimbatore. They also access to Free medical aid and legal aid (55% of the shelters of total). The reason for using shelter services by residents because of friendly and safe space. The reason for people not using shelter services because they feel unsafe and apprehensions. The people residing in shelters are generally persons with social issues forcing them to render homeless, persons suffering from mental illness and severe illness, orphans and lost persons. Except a few shelters, people residing in shelters are being provided an access to Govt. schemes and benefits.

Table 34: Various Indicators assessed to know the performance of the shelters in surveyed cities of Tamil Nadu

Indicators	Coimbatore	Madurai	Overall
Access and Physical Infrastructure, Equipment and Fittings			
Open 24 *7 & accessible	100.0	100.0	100.0
Common kitchen space available	100.0	100.0	100.0
Weather proof structure	100.0	100.0	100.0
Major physical repairs required in the shelter	20.0	0.0	5.6
RCC Building Construction	60.0	100.0	88.8
Equipment and fittings			
Availability of electricity	100.0	100.0	100.0

*TV sets (functional)	100.0	92.3	94.5
Fans (functional)	80.0	100.0	94.4
Display Conditions and Retirement Facilities			
Direction boards outside shelter	20.0	84.6	66.6
Instruction and information flex board	60.0	69.2	66.6
Duty roaster board	60.0	92.3	83.2
Emergency contact details board	100.0	100.0	100.0
All weather proof retirement rooms (general)	100.0	100.0	100.0
Cleanliness & Water Sanitation and WASH (Hygiene) Condition			
Toilets available inside the shelter	100.0	100.0	100.0
Piped water supply from local authority	100.0	100.0	100.0
Availability & adequacy of water for drinking purpose	80.0	100.0	94.4
Availability & sufficiency of water for other/non-drinking purpose	100.0	100.0	100.0
Ro-system/water purifier	40.0	100.0	83.3
Hand wash facility with soap available	80.0	100.0	94.4
Cleaning materials (disinfectant & other materials) available	80.0	100.0	94.4
Stagnation of water in the premises	40.0	7.6	16.6
Manpower Allocation			
Manager/ caretaker present (generally)	100.0	100.0	100.0
Uniform (generally)	20.0	100.0	77.7
ID card (generally)	20.0	7.6	11.1
Whether received any training is received by manager	100.0	0.0	27.7
Sweeper present (generally)	100.0	100.0	100.0
Rescue vehicle/attendant facility available for shelter	20.0	100.0	77.7
Outreach, Safety and Security			
First aid box maintained	100.0	100.0	100.0
Fire extinguisher working available	20.0	100.0	77.7
CCTV camera facilities available	80.0	92.3	88.8
Whether fee is charged to use facilities	0.0	0.0	0.0
Identification & persuasion of homeless people in the vicinity to use the shelter	80.0	0.0	22.2
Shelter management committee (SMC) formed	80.0	0.0	22.2
Records maintained and occupancy			
Items/inventory register maintained	80.0	100.0	94.4
Attendance register of staffs maintained	100.0	100.0	100.0
Complaint & suggestion register maintained	80.0	0.0	22.2
Visitor register maintained	40.0	0.0	11.1
Occupancy register maintained	80.0	100.0	94.4
SMC meeting register maintained	80.0	0.0	22.2
Whether any ID is required for access	40.0	0.0	11.1

Whether any ID details are recorded in register with names	60.0	100.0	88.8
Welfare Measures			
Facilitation of linkages with the schemes	100.0	100.0	100.0
Access to counselling facilities available for important information	100.0	100.0	100.0
Training under skill India	80.0	0.0	22.2
Free legal aid access	40.0	61.1	55.5
Health check up camps/access	100.0	100.0	100.0
Education related assistance	0.0	7.6	5.5
Workshop/meeting of SMC held	20.0	0.0	5.5
Street engagement program	0.0	0.0	0.0
Resettlement of homeless residents	100.0	100.0	100.0
Inspection & monitoring of shelter done frequently	100.0	100.0	100.0
Homeless survey ever done	0.0	0.0	0.0

Figures are in percentages

Chapter 8: RECOMMENDATIONS & CONCLUSION

Recommendations

1. Need for more Women, Family, and Special shelters: Women and family specific shelters are not adequate in number as per the NULM-SUH guidelines. More number of such shelters need to be constructed in the upcoming years in mission mode.
 2. Women Safety and Security: For the safety of women, Helpline and Legal support should be made mandatory in all the shelters. Women Helpline numbers and further details must be displayed at each and every homeless cluster in the city and the government must take conscious efforts to make people aware so that no crime goes unreported and proper redressal can be made available.
 3. Shelter Management Committees should be formed for managing the shelters: Most of the legally mandated Shelter Management Committees have not been formed in the city, something that is mandatory under Shelter for Urban Homeless (SUH) programme.
 4. Shelter Management Training agencies needs to be regulated: Most of the Shelter Management Agencies and ULBs are not trained to efficiently run an inclusive homeless shelter. Therefore, they are not able to manage the shelters as per the SUH guidelines of NULM.
 5. Safety and security of the shelter residents should not be compromised: It is the duty of the shelter manager and people responsible for running the shelter to ensure safety and security of the residents so as to eliminate the cases of violence in the shelters.
 6. Facilitation of the government schemes to the residents: The residents of shelters should be facilitated with the government schemes such as Jan Dhan Yojana, Aadhar Identification, Training under Skill India, registration and access to Labour Card, Voter ID Card, pension schemes etc.
 7. Implementation of NULM provisions: The provisions of DAY-SUH NULM on paper such as providing eco-friendly shelters, security guard in case of special shelters, etc needs to be implemented on the ground.
 8. Regularly update the official sources of the data: Availability of data and data discrepancies are major hindrances in the implementation of these schemes and conducting analyses. Thus, the MIS database of the DAY-SUH NULM should be regularly updated with increased efficiency and correct, verified information.
 9. Institutional support and capacity building to the training providers: Institutionalised support should be provided to the agencies engaged in providing training and capacity building to homeless persons to facilitate resettlement/ rehabilitation such as livelihoods training, counselling etc.
-

10. Urban homeless should be mainstreamed in the government schemes such as Pradhan Mantri Awas Yojana, Smart Cities Mission.
11. There is need for National Homeless Policy which can be an updated version of DAY NULM guidelines with a renewed focus on empowering the urban poor and protecting their rights.
12. Need for more homeless shelters in relation to population: In the majority of the shelters there is a gap between the capacity of existing shelters and the number of urban homeless in the cities. As per the guidelines, there should be a shelter (50-100 capacity) for an area with the total population of one lakh. Our survey shows that this guideline is not even close to being followed.

Conclusion

During the study, it was found that three cities i.e. Coimbatore, Patna, Muzaffarpur, have more number of shelters on ground in comparison to MIS database. Rest of the cities were found having either equal or less number of shelters on ground. The number of women, special, and family shelters are proportionally very less in comparison to men or general category shelters. There is not even a single women shelter in 10 out of 14 surveyed cities. Those cities are Guntur, Vijayawada, Vishakhapatnam (Andhra Pradesh), Dhanbad, Jamshedpur (Jharkhand), Nashik (Maharashtra), Coimbatore (Tamil Nadu), Gaya, Muzaffarpur, Patna (Bihar). If we see the state-wise shelter category data, only Jharkhand state has performed better in maintaining a balance between all the categories of shelters in the state. It is also important to note that the number of shelters have increased significantly only in two states, Jharkhand (from 28 to 92) and Andhra Pradesh (from 70 to 127), in last one year of time. In almost all the states, the General category shelters doesn't have clear rules and separate facilities for homeless persons belonging to different categories such as women, men, family, or persons with special needs.

In all 14 cities, the data regarding funds allocations in last five years (2014-15 to 2018-19) were largely unavailable. Furthermore, the fund utilization data were unavailable for at least 12 cities. The facilities being provided in shelters were found mostly at satisfactory level but it was also worrying that none of the cities were found equipped with all the basic facilities leaving only a very few shelters in some cities.

Findings suggested that there is a high need of improvement of shelters in all 14 surveyed cities ranging from providing basic facilities to proactively making the shelters accessible to all the homeless population living in the respective cities. There is a need of more women, family, and special shelters as the impact of homelessness increases exponentially when it affects the socially marginalised people. Women face a lot of stigma and danger in a highly patriarchal society and it increases their vulnerability when the marginalisation transgressed into their caste, and class. As per the baseline study jointly conducted by IGSSS and OFFER, half of the homeless population belongs to women and 4/5th of the homeless population

belongs to socially marginalised castes. The scale of impact of homelessness needs further study with a focus on the socio-economic marginalisation and realities.

The overall outcome of the study suggests that due to absence of dedicated policy for the homeless several layers of the problems homeless faces goes unaddressed. Hence it is highly recommended to formulate a “National Policy for the Homeless” in the country in order to address the issues.

Annexure

Questionnaire

Agreed to comply with IGSSS forms. This form has been exclusively designed for this survey only. Misuse of this form is unacceptable. Prior permission can be sought from IGSSS to modify this and or use this form

Name of Enumerator

Unique ID

Assessment Codes Display

Your UNIQUE ID is :

Your ORGANIZATION NAME is :

Your STATE NAME is :

Your STATE CODE is :

Your CITY NAME is :

Your CITY CODE is :

General Information

Location/Name of Shelter Home

Address (give nearby landmark)

Type of area/locality

- | | | |
|--|---------------------------------------|-----------------------------------|
| <input type="radio"/> Near Transit | <input type="radio"/> Old city market | <input type="radio"/> Market Area |
| <input type="radio"/> Industrial Area | <input type="radio"/> Inner City | <input type="radio"/> Outer City |
| <input type="radio"/> Religious Places | <input type="radio"/> Tourist Places | <input type="radio"/> Others |

Location coordinates

latitude (x.y °)

longitude (x.y °)

altitude (m)

accuracy (m)



Type of shelter

☐ Permanent

☐ Temporary/ Tent

Purpose

☐ General

☐ Men

☐ Women

☐ Families

☐ Rehabilitation/ De-addiction

☐ Children

☐ Person with Disabilities

☐ Recovery

☐ Others

Capacity

Whether under DAY-NULM?

☐ Yes

☐ No

Shelter Code (if available)

Under purview of which Body

Managed by (Name the Shelter Management Agency)

Access and Physical Structure

» Access and Physical Structure Availability

Access and Physical Structure Availability	Yes	No
Open 24 X 7 and access	<input type="radio"/>	<input type="radio"/>
Accessible to elderly, PH, etc	<input type="radio"/>	<input type="radio"/>
Appropriate space for shelter	<input type="radio"/>	<input type="radio"/>
Weather proof structure (as per local seasons)	<input type="radio"/>	<input type="radio"/>
Common kitchen space	<input type="radio"/>	<input type="radio"/>
Recreational space	<input type="radio"/>	<input type="radio"/>
Eco-friendly design of shelter	<input type="radio"/>	<input type="radio"/>
Rain water harvesting	<input type="radio"/>	<input type="radio"/>
Solar heater	<input type="radio"/>	<input type="radio"/>

» Access and Physical Structure Satisfaction

Access and Physical Structure Satisfaction	Good	Satisfactory	Bad
General condition of the building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of the building including premises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of the doors, windows, etc of building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Well ventilation in the building and rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Functionality of fitting & fixtures (Civil)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Shelter building construction

☐ RCC
 ☐ Porta Cabin
 ☐ Tent
 ☐ Others

Total built-up area in the shelter in square meters (approximation)

Overall physical repairs required?

☐ Major
 ☐ Minor
 ☐ No

Equipment & Fittings Condition

» Equipment & Fittings Availability	Yes	No	Na
Equipment & Fittings Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of electricity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
T.V. sets (functional)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fans (functional)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Geyser (functional)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desert Cooler (functional)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

» Equipment & Fittings Condition

Equipment & Fittings Satisfaction	Good	Satisfactory	Bad
Lighting in the premises and rooms (general condition)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Functionality of fitting & fixtures (Electrical)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequacy & upkeep of all equipment and fittings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display Information

» Display Information

Display Information	Yes	No
Direction boards outside shelter home	<input type="radio"/>	<input type="radio"/>
Instruction & information flexi board	<input type="radio"/>	<input type="radio"/>
Duty Roaster board	<input type="radio"/>	<input type="radio"/>
Emergency contact details	<input type="radio"/>	<input type="radio"/>
Roles & responsibility of residents	<input type="radio"/>	<input type="radio"/>

Overall display condition of shelter

☐ Good
 ☐ Satisfactory
 ☐ Bad

Retirement (Sleeping) Facilities and maintenance

All weather proof retirement (Sleeping) rooms (general)

☐ Yes
 ☐ No

Retirement (Sleeping) space (type (general)

☐ Beds
 ☐ Cots
 ☐ Darries/Mats
 ☐ Floor

Number of bed/ retirement (Sleeping) space unit available (per person)

Following facilities available

<input type="checkbox"/> Bed	<input type="checkbox"/> Beddings	<input type="checkbox"/> Bed Sheet	<input type="checkbox"/> Pillow
<input type="checkbox"/> Blankets	<input type="checkbox"/> Mosquito net	<input type="checkbox"/> Jute Mat	<input type="checkbox"/> Darries/ Mat
<input type="checkbox"/> Locker	<input type="checkbox"/> Nothing		

Bed

Lockers available

Jute mat

Darries/ Mat

Blankets

Bedding

Bed sheets

Pillow

Mosquito nets

» Retirement Facilities and maintenance

Retirement Facilities and maintenance Satisfaction	Good	Satisfactory	Bad
General upkeep condition (including floor, wall, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ventilation in the retiring room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bed/retirement space (general condition)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bedding (general condition)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Cleanliness & Water, Sanitation and Hygiene (WASH) Condition

Toilets available inside the Shelter premises

☐ Yes ☐ No

If No then where do you use

☐ Community Toilet ☐ Public Toilet ☐ Open Defecation

Toilets (seats)

Type of toilet structure

☐ Permanent ☐ Temporary ☐ Mobile ☐ Bio-Digestor

Locked toilet

 Functional toilet for use of men/general/other

 Functional toilet for use of women

 Total functional toilets: 0
Functional bathroom**Dustbins****» Cleanliness & Water, Sanitation and Hygiene (WASH) Condition**

Cleanliness & Water, Sanitation and Hygiene (WASH) Condition Availability	Yes	No
Piped water supply from local authority	<input type="radio"/>	<input type="radio"/>
Availability & adequacy of water for drinking purpose	<input type="radio"/>	<input type="radio"/>
Availability & sufficiency of water for other/non-drinking purpose	<input type="radio"/>	<input type="radio"/>
RO-system/water Purifier	<input type="radio"/>	<input type="radio"/>
Hand wash facility with soap	<input type="radio"/>	<input type="radio"/>
Cleaning materials (disinfectant & other materials) available	<input type="radio"/>	<input type="radio"/>
Dustbins maintained	<input type="radio"/>	<input type="radio"/>

» Cleanliness & Water, Sanitation and Hygiene (WASH) Condition

Cleanliness & Water, Sanitation and Hygiene (WASH) Problems	Yes	No
Stagnation of water in the premises	<input type="radio"/>	<input type="radio"/>
Waste, rubbish and other debris in premises	<input type="radio"/>	<input type="radio"/>
Problem of rodents	<input type="radio"/>	<input type="radio"/>
Regular pest & vector control	<input type="radio"/>	<input type="radio"/>

» Cleanliness & Water, Sanitation and Hygiene (WASH) Condition

Cleanliness & Water, Sanitation and Hygiene (WASH) Condition Satisfaction	Good	Satisfactory	Bad
Quality of drinking water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Drainage arrangement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bathroom Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness inside the premises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness outside the premises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall cleanliness of shelter building & premises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Manpower allocation

» Manpower allocation

Manpower allocation (Availability)	Yes	No
Manager/Caretaker present (generally)	<input type="radio"/>	<input type="radio"/>
Uniform (generally)	<input type="radio"/>	<input type="radio"/>
ID card (generally)	<input type="radio"/>	<input type="radio"/>
Whether received any training	<input type="radio"/>	<input type="radio"/>
Sweeper present (generally)	<input type="radio"/>	<input type="radio"/>
Security guard present (for women & special shelters)	<input type="radio"/>	<input type="radio"/>
Rescue vehicle/attendant facility available for shelter	<input type="radio"/>	<input type="radio"/>

Number of Manager/Caretakers

Last training attended

- ☐ 3 Months
 ☐ 6 Months
 ☐ 1 Year
 ☐ 2 Years
 ☐ More than 2 years
 ☐ NA

No of Relievers

Safety and Security

» Safety and Security

Safety and Security	Yes	No
First aid box maintained	<input type="radio"/>	<input type="radio"/>
Fire extinguisher working available	<input type="radio"/>	<input type="radio"/>
CCTV camera facilities	<input type="radio"/>	<input type="radio"/>

» Safety and Security

Safety and Security	Good	Satisfactory	Bad
Safety from physical structure of building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Security from theft, petty crime, etc in shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Outreach and Other Facilities Status

» Outreach and Other Facilities Status

Outreach and Other Facilities Status	Yes	No	NA
Whether fee is charged to use shelter facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identification & persuasion of homeless people in the vicinity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether more than 10 homeless person found near shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rescue operation from adjoining areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shelter management committee (SMC) formed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free food provided regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of sanitary hygiene pads & materials for women	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child care facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How much is the fees for stay in shelter (per day/night)

How much is the fees for availing food at shelter (per meal)

Last meeting of SMC

Meals are provided by whom?

Records maintained and Occupancy

» Records maintained and Occupancy	Yes	No	Could not be verified
Items/inventory register maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attendance register of staffs maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaint & Suggestion register maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visitor register maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Occupancy register maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accounts register/ cash Book to monitor day to day expenditure and receipts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SMC Meeting Register	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Personnel Register with Salary Payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
House keeping and Maintenance Register	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether any ID is required for access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

» Occupancy in Night in last one month

Men

Women

Children (under 14 years)

Occupancy in Night : 0

» Occupancy during day in last 1 month

Men

Women

Children (under 14 years)

Average occupancy in day : 0

Whether any ID details are recorded in register with names☐ Yes ☐ No ☐ NA**General nature/profile of occupants**

- | | |
|--|---|
| <input type="checkbox"/> Seasonal workers/labourers | <input type="checkbox"/> General Employment/Job seekers |
| <input type="checkbox"/> To access medical treatment | <input type="checkbox"/> Education and opportunities |
| <input type="checkbox"/> Orphans and lost | <input type="checkbox"/> Mental Health issues |
| <input type="checkbox"/> Social issues (Family/Community disputes) | <input type="checkbox"/> Disasters & Accidents |
| <input type="checkbox"/> Others | |

Generally how many occupants have valid ID cards in %

Average tenure of general occupants

- ☐ Less than a week ☐ 1 to 2 weeks ☐ Less than a month ☐ 1 to 3 months
☐ 3 to 6 months ☐ 6 months to 1 year ☐ More than a year

Entitlements, Linkages, and Training**Number of shelter IDs issued in the shelter in the last two years****Facilitation for linkages with schemes/entitlements (general)**

- ☐ Yes ☐ No ☐ NA

Select the schemes

- ☐ Identity Proof & Postal Address
☐ Pradhan Mantri Suraksha Bima Yojana
☐ Elector's Photo Identity Card (EPIC), Aadhaar Card etc.
☐ Old age, widows and disability pensions
☐ BPL cards, PDS ration cards etc.
☐ Bank, Post Office, Jan Dhan Yojana Accounts
☐ ICDS services
☐ Admission to government schools
☐ Admission to public hospitals for health care
☐ Free Legal Aid
☐ Ayushman Bharat PM-JAY Health Insurance
☐ Pradhan Mantri Jeevan Jyoti Bima Yojana
☐ Pradhan Mantri Awas Yojana-Housing for All
☐ Skill Training under DAY-NULM & Prime Minister's Kaushal Vikas Yojana
☐ Pradhan Mantri Mudra Yojana SEP component of DAY-NULM
☐ Identity card/vending certificates to homeless street vendors
☐ Rehabilitation of disabled schemes of Ministry of Social Justice and Empowerment
☐ Referral services for women & children in distress with SWADHAR
☐ SABLA, One Stop Centre, Women Helpline Scheme, Schemes of MoW&CD
☐ Subsidy under PDS
☐ Direct Benefit Transfer under various Govt. schemes
☐ Linkage to and other schemes/services/entitlements of the Ministry

Linkages/Convergence with any other scheme

Whether any training is provided at shelter

☐ Yes ☐ No

Details of training, if any

Welfare Measures

» Welfare Measures

Welfare Measures	Yes	No
Access to counselling facilities available	<input type="radio"/>	<input type="radio"/>
for important information	<input type="radio"/>	<input type="radio"/>
Training under skill India	<input type="radio"/>	<input type="radio"/>
Free legal aid access	<input type="radio"/>	<input type="radio"/>
Health check up camps/access	<input type="radio"/>	<input type="radio"/>
Education related assistance	<input type="radio"/>	<input type="radio"/>
Workshop/meeting of SMC held	<input type="radio"/>	<input type="radio"/>
Street engagement program	<input type="radio"/>	<input type="radio"/>
Resettlement of homeless residents	<input type="radio"/>	<input type="radio"/>
Inspection & monitoring of shelter done frequently	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

Give brief details on other welfare measures taken in shelter

Homeless survey count ever done?

☐ Yes ☐ No

Last homeless survey count in which year?

Feedback and Opinion

» Feedback and Opinion

Feedback and Opinion	Good	Satisfactory	Bad
General satisfaction of Residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

regarding shelter facilities

Feedback of staff & their behaviour in
general by residents

☐☐☐

Incidence of violence, harassment, alcohol, drugs, etc. inside the shelter premises

☐ Very

☐ Usual

☐ Often

☐ Minimal

☐ Never

Give details

Reason for using services of shelter

☐ Friendly

☐ Good Service

☐ Forced to use

☐ Safe Space

☐ No other alternative

Reason for non usage of shelter by others

☐ Bad Service

☐ Forced to stay

☐ Apprehensions

☐ Unsafe Space

Appropriate measure and facility provided by Govt.

☐ Yes

☐ No

How this can be improved

Comments

Overall Observations and Remarks (comments about shelter location, building, facilities, management, users, assessment, other important issues)

Location picture (Picture of the Shelter where it is located)

Click here to upload file. (< 5MB)

Picture of the Shelter building (Picture of the building from outside)

Click here to upload file. (< 5MB)

Picture of the (Shelter Interior)

Click here to upload file. (< 5MB)

Role of the person present managing the shelter

- ☐ Government official staff
- ☐ Shelter Manager
- ☐ Caretaker
- ☐ Reliever
- ☐ Volunteer
- ☐ Resident
- ☐ Other

Above information are filled on the basis of

- ☐ Purely based on discussion
- ☐ Purely on observation
- ☐ Both

Signature of Enumerator



About IGSSS

Indo Global Social Service Society (IGSSS) is a non-profit development organization, established in 1961 to support development programmes across India, especially to empower the vulnerable communities and grassroots community based organizations. Currently, we are present in 20 states and one Union Territory of India. Through the years, IGSSS has evolved as a major player in the development sector in India, working on the themes of Sustainable Livelihood, Climate Change Adaptation, Disaster Risk Reduction, Urban Poverty Reduction, Gender Equity and Youth Development.

Vision

Help establish a humane social order based on equity, freedom and justice in which human rights and the dignity of every individual is upheld.

Mission

To implement and support quality development programmes across India to empower individuals and communities belonging to the poor, marginalised and vulnerable sections of society with special focus on women and children.



About OFFER

Organisation Functioning for Eytham's Respect (OFFER) is a non-political and non-religious charitable trust. It has been implementing projects in India since 1998. OFFER has the mandate to serve poor irrespective of their colour, religion, ethnicity, gender and social background. OFFER works for the upliftment and betterment of the underprivileged, particularly orphan children and their caregivers. Its programs include emergency relief and rehabilitation and development support.

However, looking at the spread of abject poverty, OFFER started to support the most poor and vulnerable people through: Sustainable Livelihood and Food Security; Social Protection and Entitlements; Disaster Response; Disaster Risk Reduction and Climate Change Adaption; Inclusive Quality Education; Urban Poverty-working with homeless communities; Water, Sanitation and Hygiene (WASH) and Orphan Children Sponsorship.