

State & Cities' Brief

Draft for enabling discussion for policy input

ANDHRA PRADESH

Shelter Assessment Survey 2019-20



.....
Guntur
.....

.....
Vijayawada
.....

.....
Vishakhapatnam
.....



Indo-Global
Social Service Society



THIS PROJECT IS FUNDED BY
EUROPEAN UNION



This Shelter Assessment Study 2019-2020 is done under the Enabling Inclusive Cities for Homeless (EICH) Project funded by European Union, carried 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 crucial role played by the shelter residents in the development of the city. The study has accessed the secondary source: MIS Database of SUH DAY NULM (November 2019) and collected primary data from the shelters in the 5 states (Andhra Pradesh, Bihar, Jharkhand, Maharashtra and Tamil Nadu). From each state, 3 cities are sampled out totaling to 15 cities. The primary data gives us insights of the living conditions in the shelter under the **Deendayal Antyodaya Yojana- National Urban Livelihood Mission (DAY NULM)**.

The Andhra Pradesh's DAY NULM Component can be accessed from: <https://www.ap.gov.in/>

Major areas covered under secondary data:

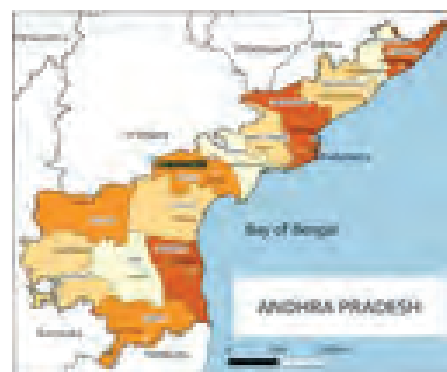
- Categories of the shelter
- Presence of NON-NULM component
- Budget component: Funding given to the cities and the states
- Urban statistics of the India, State and the cities
- Physical and financial targets under the SUH component of DAY NULM

Major areas covered under primary data collection (survey):

- General Information of the shelter
- Access and Physical Infrastructure
- Equipment and Fitting Condition
- Display Information
- Retirement 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 staffs
- Comments by field investigators

Number of Shelters category wise (General, Men, Women, Special, Family)

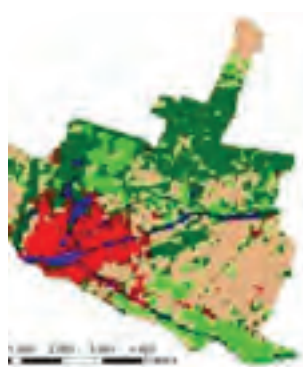
City	General	Men	Women	Special	Family	Total
Guntur	0	6	0	0	0	6
Vijayawada	2	13	0	0	0	15
Vishakhapatnam	6	2	0	0	0	8



Guntur Municipal Corporation
(<http://www.gunturcorporation.org/>)

Vijayawada Municipal Corporation
(<https://vijayawada.cdma.ap.gov.in/en/vijayawada-municipal-corporation>)

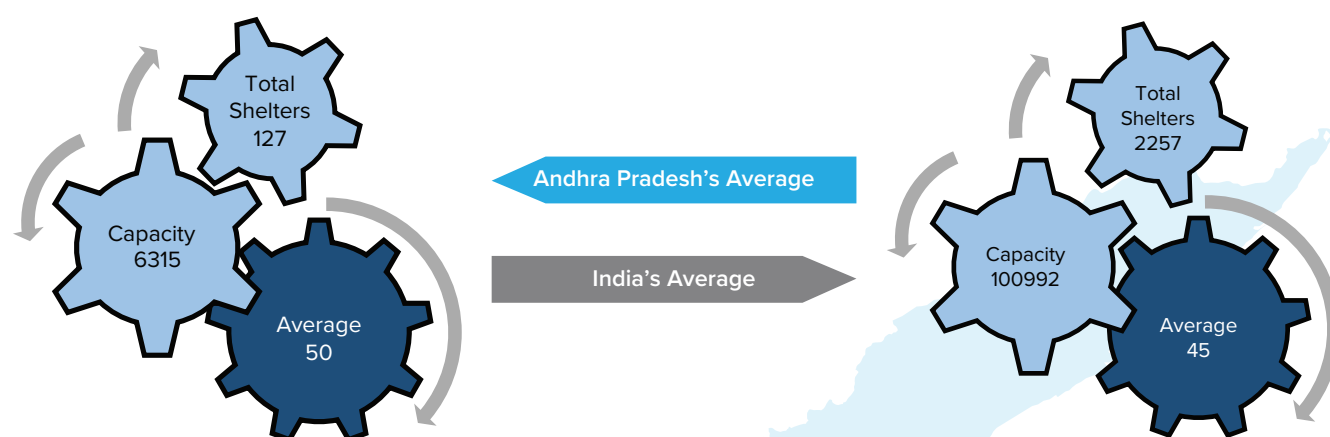
Vishakhapatnam Municipal Corporation
(<http://vmrda.gov.in/planning.aspx>)



Understanding from the official Sources

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



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 cities- Guntur, Vijayawada and Vishakhapatnam are equipped with Shelter Training Management Agency, Shelter Management Constitution and CCTV Cameras.
- Funding pattern under NULM for Andhra Pradesh: 60%: Central share and 40%: State share
- From January 2019 (70 shelters) to October 2019 (127 shelters), there is 81.4% increase in the number of shelters..
- There are no family and special shelters in Andhra Pradesh.

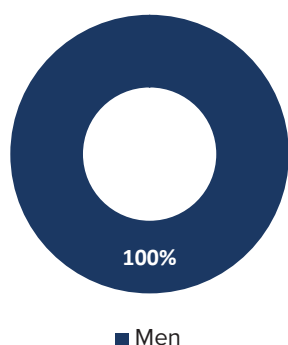
Differences between data as reported by survey (November-February 2019-20) and as per MIS database			
Cities	Shelters as per Survey	Shelters as per MIS Data	Differences
Guntur	3	6	3
Vijayawada	5	15	10
Vishakhapatnam	8	8	0
Overall in these cities	16	29	13

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

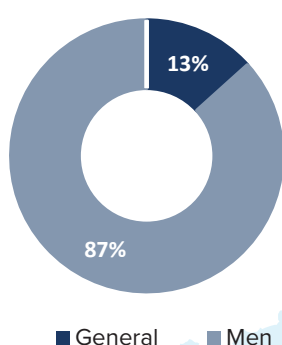
Insights from the Shelter Assessment Survey 2019-20 (November- February)

Cities	Shelter	Capacity	Average	Minimum Cap.	Maximum Cap.
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

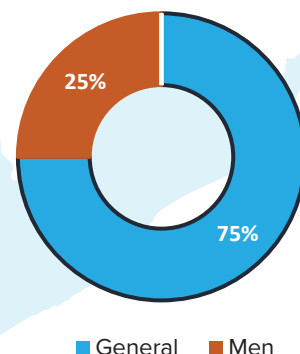
Shelters in **Guntur**
by Category Type



Shelters in **Vijayawada**
by Category Type



Shelters in **Vishakhapatnam**
by Category Type



Various Indicators assessed to know the performance of Shelters

Indicators	Guntur	Vijayawada	Vishakhapatnam	Overall
Access and Physical Infrastructure, Equipments 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 flexi 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

Figures in percentages

Insights from the Shelter Assessment Survey 2019-20 (November- February)

Indicators	Guntur	Vijayawada	Vishakhapatnam	Overall
Manpower Allocation				
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
Resettlement of homeless residents	100.0	80.0	75.0	81.2
Inspection & monitoring of shelter done frequently	100.0	100.0	87.5	93.7

Figures are in percentages

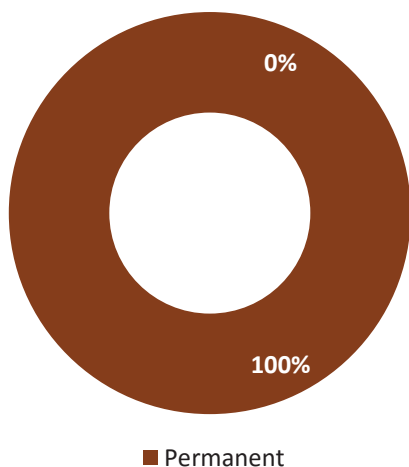
The various conditions of shelter rated Good (G), Satisfactory (S) and Bad (B)

Indicators	Guntur	Vijayawada	Vishakhapatnam	Overall
General Condition of the building	G	G	G	G
Maintenance of building	G	G	G	G
Functionality of fitting & fixtures	G	G S	G S	G S

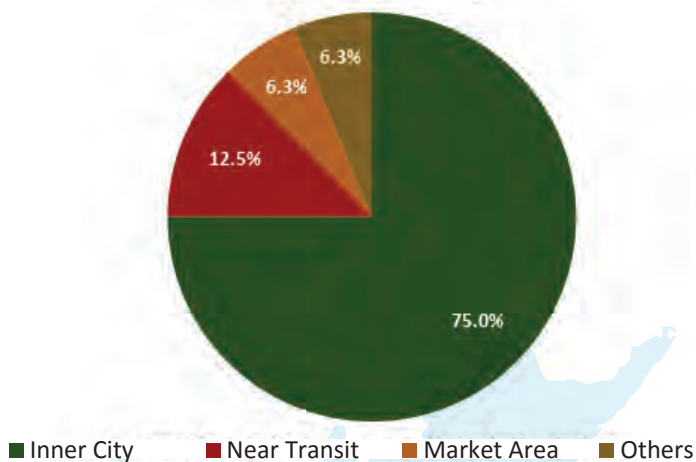
Indicators	Guntur	Vijayawada	Vishakhapatnam	Overall
General upkeep condition (including floor, wall, etc.)	G	G S	G S	G S
Ventilation in the retiring room	G S	G S	G S	G S
Bed/retirement space (general condition)	G	G S	G S	G S

Insights from the Shelter Assessment Survey 2019-20 (November- February)

Type of shelter



Type of Locality

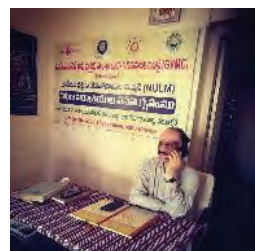
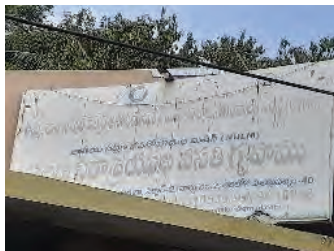


Indicators

	Guntur	Vijayawada	Vishakhapatnam	Overall
Quality of drinking water	G	S G	G S	G S
Drainage arrangement	G	G S	G S	G S
Cleanliness of toilets	G	G S	G S	G S
Cleanliness inside the premises	G	G S	G S	G S
Cleanliness outside the premises	G	S G	G S	G S
Overall cleanliness of shelter building & premises	G	G S	G S	G S

Indicators

	Guntur	Vijayawada	Vishakhapatnam	Overall
Overall display condition of shelter	G S	G S B	G S	G S B



Indicators

	Guntur	Vijayawada	Vishakhapatnam	Overall
Safety from physical structure of building	G	G S	G S	G S
Security from theft, petty crime, etc. in shelter	G	G B S	S G	G S B

General Information of the Shelters

- All shelters come under their respective Municipal Corporations of the cities.
- All shelters are under the purview of NULM. All shelters have permanent structure
- In Vijayawada, all are men shelters. In Vishakhapatnam, there are 2 general, 5 men and 1 women shelter. In Guntur, there are 1 general and 2 men shelters are present. There are no general or family shelters.

Retirement Facilities, Maintenance and Cleanliness

- On average there are 30 beds in Guntur shelter, 58 beds in Vijayawada shelter and 28 beds in Vishakhapatnam. Overall, the average number of beds are 37.
- 4 shelters in Vishakhapatnam reported to have problem of rodents inside the shelter premises
- Only 1 shelter of Vijayawada and 1 shelter of Vishakhapatnam do not have cleanliness disinfectant materials
- There is no hand wash facility with soap and detergent in the shelters of Andhra Pradesh

Access and Physical Infrastructure

- 2 shelters in Guntur and 2 shelters in Vijayawada do not have functional TV sets.
- All shelters are equipped with the facility of fans.
- All shelters in Vijayawada and 1 shelter in Vishakhapatnam do not have recreational space.
- Only 31% of the shelters have Rainwater harvesting System.

Manpower Allocation

- Only 1 shelter of Vijayawada and 2 shelters of Vishakhapatnam, Manager is reported to wear uniform.
- 2 shelters in Vijayawada and 1 shelter in Guntur reported to have no sweeper.
- Women shelters do not reported to have security guard present over there.
- Overall, only 9 shelters had training sessions for the managers since last 1 year.

Outreach Facilities, Safety and Security

- 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).

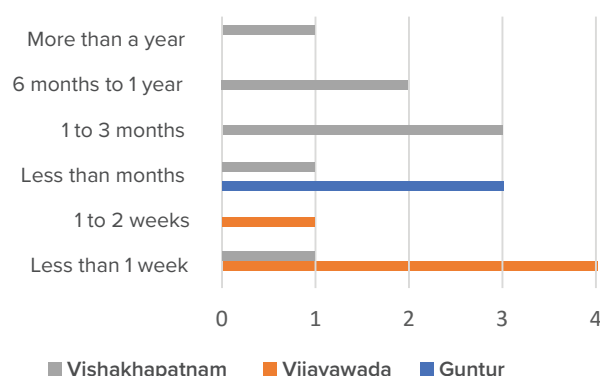
Outreach Facilities, Safety and Security

- It is reported that, there is no Shelter Management Committees in the shelters of Guntur.
- Where there is SMC in Vishakhapatnam and Vijayawada, it is reported that regular meetings held with the SMCs.

Feedback by Residents

- In 3 shelters in Vijayawada and 2 shelters of Vishakhapatnam people are not linked with the government schemes. In other shelters, people are reported to schemes such as: Identity Proof & Postal Address, Old age, widows and disability pensions, Admission to government schools, Admission to public hospitals for health care, Free Legal Aid Rehabilitation of disabled, ICDS services.
- The reason for using the shelters services are: Friendly, Safe Space and Good Service
- The reason for non-usage for shelters are: Apprehensions, Unsafe Space and Bad Service.
- All shelters have appropriate space for the people.

Average Tenure of the Occupants



General Nature of the Occupants

The general nature of occupants in:

Guntur: General Employment/Job seekers Social issues (Family / Community disputes) Seasonal workers/labourers Education and opportunities, Seasonal workers/labourers.

Vijayawada: Seasonal workers/labourers General Employment /Job seekers, To access medical treatment Education and opportunities, Orphans and lost Social issues (Family / Community disputes), Disasters.

Vishakhapatnam: Social issues (Family / Community disputes) Mental Health issues Disasters & Accidents General Employment/ Job seekers Orphans and lost, Seasonal workers/labourers Orphans and lost.

- **Women shelters** are not adequate in number as per NULM-SUH guidelines. Adequate women shelters should be constructed in phased manner.
- **For the safety of women** helpline and legal support should be made mandatory in the shelters. Women helpline numbers should be displayed at homeless clusters in the city.
- **Gap in the number of shelters and capacity:** There is a huge gap between the capacity of existing shelters and number of urban homeless in the cities of Guntur, Vijayawada and Vishakhapatnam. As per guidelines, there should be a minimum capacity of 100 people per 1 lakh population. Thus, ideally shelters in Guntur, Vijayawada and Vishakhapatnam should have a minimum capacity of 740, 1030 and 1870 residents.
- **Shelter Management Committees should be formed for managing the shelters:** Most of the Shelter Management Committees have not been formed in the city under shelter for urban homeless (SUH) programme.
- **Shelter Management Training agencies needs to be regulated:** Most of the Shelters Management Agencies and ULBs are not trained therefore, they are not able to manage the shelters as per the SUH guidelines of NULM.
- **Sanitation facilities should be made available inside the shelter premises:** Residents are going outside in public toilet as most of the Shelters do not have toilet bathroom facility and there is a case of open defecation in one shelter of Muzaffarpur
- **Safety and security of the shelter residents should not be compromised:** It is the duty of the service providers to ensure safety and security of the residents so as to eliminate the cases of violence in the shelters.
- **Facilitation of the government schemes to the residents:** The residents of shelters should be facilitated with the government schemes such as Jan Dhan Yojana, Adhaar Identification, Training under Skill India, accessing labor card, Voter ID Card, pension schemes etc..
- **Implementation of NULM provisions:** The provisions of DAY SUH NULM on papers such as providing eco friendly shelters, security guard in case of special shelters, etc. needs to be implemented.
- **Regular update the official sources of the data:** Availability of data and data discrepancies are the major hindrances in the implementation of the schemes and conducting analysis. Thus, the MIS database of the DAY SUH NULM should be regularly updated with increased efficiency and correct information.
- **Institutional support and capacity building to the training providers:** Institutionalized support should be provided to the agencies engaged in providing training and capacity building for resettlement/ rehabilitation, livelihoods training, counselling etc.
- Urban homeless should be mainstreamed in the government schemes such as Pradhan Mantri Awas Yojana, Smart Cities Mission etc
- There is need to for **National Homeless Policy** which can be an updated version of DAY-NULM guidelines with more focus on empowering the urban poor and protecting their rights.

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.



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State & Cities' Brief

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BIHAR

Shelter Assessment Survey 2019-20



Gaya

Muzaffarpur

Patna

This study brief consists of:

- | Background | Findings from secondary data
- | Findings from primary data | Recommendations from the study



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Dalit Mukti
Mission



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The purpose of this brief is to enable the discussion with the concerned authorities.

The Jharkhand's DAY NULM Component can be accessed from: <https://udhd.jharkhand.gov.in>

Major areas covered under secondary data:

- Categories of the shelter
- Presence of NON-NULM component
- Budget component: Funding given to the cities and the states
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- Records Maintained and Occupancy
- Entitlements, Linkages & Training
- Welfare Measures
- Feedbacks & Opinion by staffs
- Comments by field investigators

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

Source: MIS Database accessed in November 2019.

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



Gaya Municipal Corporation

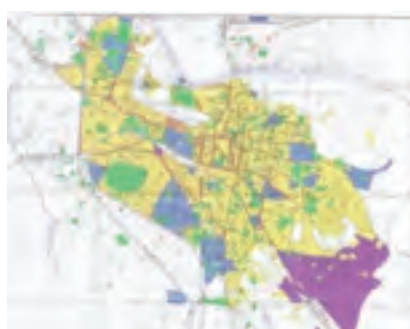
(<https://nagarseva.bihar.gov.in/gaya/CitizenHome.html?sessionid=xYJypvLLYHTQJGs1r1BTDLyL7LvIXJDFx94rjPRIVLVJVb1mcbWGI956114820>)

Muzaffarpur Municipal Corporation

(<https://nagarseva.bihar.gov.in/Muzaffarpur/CitizenHome.html?sessionid=vvJw dBfFYcnCZTsQ9N90PNLyCDpGLvf40hz3KwgtJCB00npB6fG51556544195>)

Patna Municipal Corporation

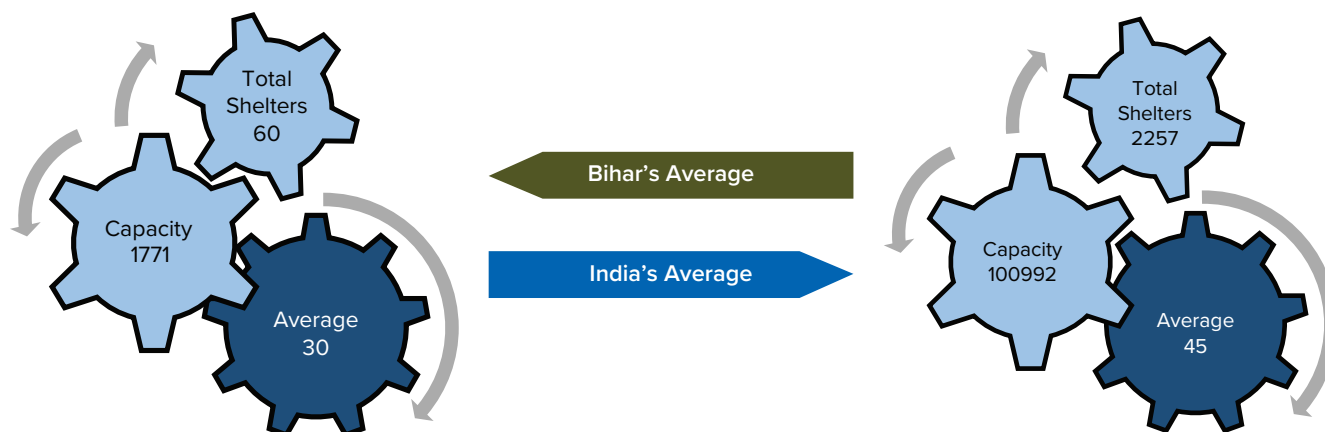
(<http://www.pmc.bihar.gov.in/su bpagethree.aspx?id=25&cont=1>)



Understanding from the official Sources

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,



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			7176	5319	6071	
Bihar			127871	79291	84191	
Gaya	37.03 (4)	42 (30.82)				
Muzaffarpur	37.03 (0)	0 (0)				
Patna	49.03 (18)					

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

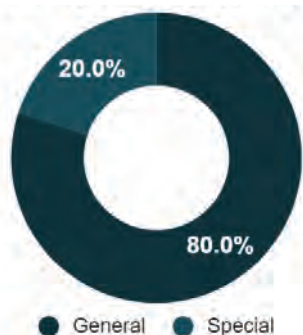
- There is no Shelter Training Management Agency in the cities of Gaya, Muzaffarpur and Patna.
- Funding pattern under NULM for Bihar: 60%: Central share and 40%: State share
- From January 2019 (51 shelters) to October 2019 (60 shelters), there is 17.9% increase in the number of shelters in Bihar.
- There is no family and women shelters in these three cities..

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

Insights from the Shelter Assessment Survey 2019-20 (November- February)

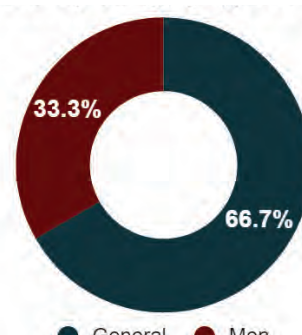
Cities	Shelter	Capacity	Average	Minimum Cap.	Maximum Cap.
Gaya	5	146	29	12	60
Muzaffarpur	10	161	16	7	50
Patna	4	140	35	25	50
Overall in these cities	19	447	24	7	60



Shelter by Category Type:
Gaya



Shelter by Category Type:
Muzaffarpur



Shelter by Category Type:
Patna

Various Indicators assessed to know the performance of Shelters

Indicators	Gaya	Muzaffarpur	Patna	Overall
Access and Physical Infrastructure, Equipments and Fittings				
Open 24 *7 & accessible	100.0	90.0	75.0	90.0
Common kitchen space available	16.6	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	11.1	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)	66.6	10.0	0.0	25.0
Fans (functional)	83.3	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 flexi board	100.0	50.0	100.0	75.0
Duty roster board	50.0	30.0	50.0	40.0
Emergency contact details board	66.6	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	60.0	60.0	50.0	63.1
Piped water supply from local authority	50.0	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	33.3	70.0	75.0	60.0
Ro-system/water purifier	83.3	10.0	50.0	40.0
Hand wash facility with soap available	33.3	40.0	75.5	45.5
Cleaning materials (disinfectant & other materials) available	50.0	50.0	100.0	60.0
Stagnation of water in the premises	33.3	30.0	25.0	30.0

Figures in percentages

Insights from the Shelter Assessment Survey 2019-20 (November- February)

Indicators	Gaya	Muzaffarpur	Patna	Overall
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	66.6	50.0	0.0	40.0
Sweeper present (generally)	16.6	60	75	50
Rescue vehicle/attendant facility available for shelter	16.6	50.0	50.0	40.0
Outreach , Safety and Security				
First aid box maintained	16.6	50.0	25.0	35.0
Fire extinguisher working available	50.0	90.0	75.0	75.0
CCTV camera facilities available	16.6	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	50.0	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	83.3	80.0	100.0	85.0
Complaint & suggestion register maintained	83.3	70.0	75.0	75.0
Visitor register maintained	66.6	90.0	50.0	75.0
Occupancy register maintained	66.6	40.0	50.0	40.0
SMC meeting register maintained	16.6	50.0	75.0	45.0
Whether any ID is required for access	50.0	60.0	25.0	50.0
Whether any ID details are recorded in register with names	83.3	90.0	50.0	80.0
Welfare Measures				
Access to counselling facilities available for important information	16.6	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	33.3	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

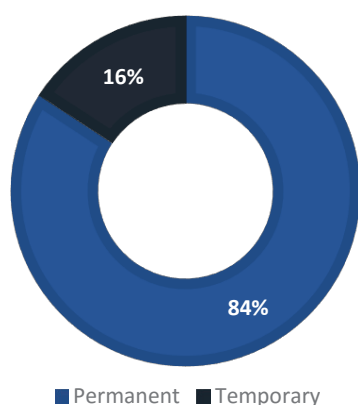
Figures are in percentages

The various conditions of shelter rated Good (G), Satisfactory (S) and Bad (B)

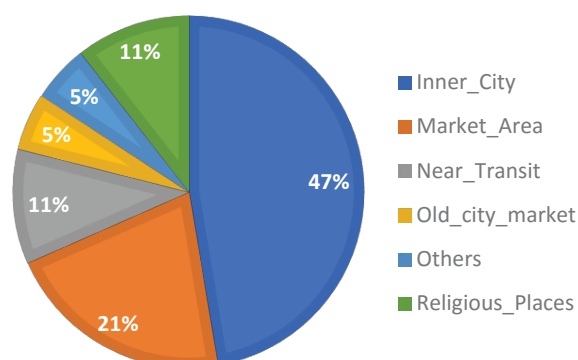


Insights from the Shelter Assessment Survey 2019-20 (November- February)

Type of shelter



Type of Locality



Indicators

	Gaya	Muzaffarpur	Patna	Overall
Quality of drinking water	S	G S B	S G	S G
Drainage arrangement	B S	S B G	S B G	S B G
Cleanliness of toilets	S	S G	S	S G
Cleanliness inside the premises	S	S G B	S	S G
Cleanliness outside the premises	S	B S G	S B	S B G
Overall cleanliness of shelter building & premises	S	S G B	S	S G

Indicators

	Gaya	Muzaffarpur	Patna	Overall
Overall display condition of shelter	S G	S B G	G S	S G



Indicators

	Gaya	Muzaffarpur	Patna	Overall
Safety from physical structure of building	S G	S G B	S G	S G
Security from theft, petty crime, etc. in shelter	S	S G B	S G	S G

General Information of the Shelters

- Gaya, Muzaffarpur and Patna has 1 Men and 4 General shelters; 1 Men and 9 General shelters; and 1 Men and 3 general shelters respectively.
- The average capacity of the shelters in these cities are 24.

Access and Physical Infrastructure

- One shelter in each city Patna and Muzaffarpur reportedly has no access no 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.**

Retirement Facilities and Maintenance

- One shelter of Patna does not have weather-proof sleeping space
- In one shelter of Gaya, residents sleep on floor.

Sanitation facilities and WASH Condition

- 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:
 - o People in one shelter of Muzaffarpur resort to open defecation.
 - o In other shelters, they use public toilets

Manpower Allocation and facets

- 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).

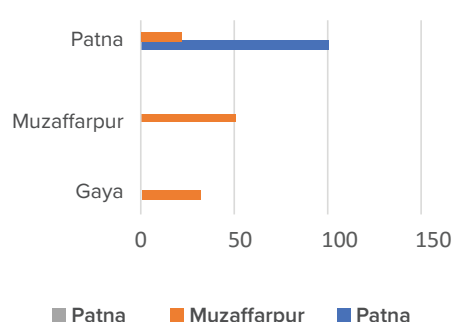
Outreach Facilities, Safety and Security

- On 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.

Feedback by Residents

- 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

Average Tenure of the Occupants



General Nature of the Occupants

Gaya: seasonal workers, orphans and lost, severe health issues, education related opportunities.

Muzaffarpur: General employment opportunities, education related opportunities, seasonal workers.

Patna: Seasonal Workers, General employment opportunities, Social and health issues, mental illness.

- **Women living on streets or inside the shelter are more vulnerable** and prone to be harassed by anti-social elements. There is not a single women shelter on in Patna, Muzaffarpur and Gaya. There is an urgent for the construction of an adequate number of women shelter as per NULM-SUH guideline. They should be constructed in a phased manner.
- **For the safety of women**, helpline numbers and legal support should be made mandatory in the shelters and should be displayed at homeless clusters in the city.
- **Gap in the number of shelters and capacity:** There is a huge gap between the capacity of existing shelters and number of urban homeless in Patna, Muzaffarpur and Gaya city As per guidelines, there should be a minimum capacity of 100 people per 1 lakh population Thus, ideally shelters in Gaya, Muzaffarpur and Patna should have a minimum capacity of 470 350 and 1640 people respectively.
- **Shelter Management Committees should be formed for managing the shelters:** Most of the Shelter Management Committees have not been formed in the city under shelter for urban homeless (SUH) programme.
- **Shelter Management Training agencies needs to be regulated:** Most of the Shelters Management Agencies and ULBs are not trained therefore, they are not able to manage the shelters as per the SUH guidelines of NULM.
- **Sanitation facilities should be made available inside the shelter premises:** Residents are going outside in public toilet as most of the Shelters do not have toilet & bathroom facility and there is a case of open defecation in one shelter of Muzaffarpur.
- **Safety and security of the shelter residents should not be compromised:** It is the duty of the service providers to ensure safety and security of the residents so as to eliminate the cases of violence in the shelters.
- **Facilitation of the government schemes to the residents:** The residents of shelters should be facilitated with the government schemes such as Jan Dhan Yojana, Adhaar Identification, Training under Skill India, accessing labor card, Voter ID Card, pension schemes etc..
- **Implementation of NULM provisions:** The provisions of DAY SUH NULM on papers such as providing eco friendly shelters, security guard in case of special shelters, etc. needs to be implemented.
- **Regular update the official sources of the data:** Availability of data and data discrepancies are the major hindrances in the implementation of the schemes and conducting analysis. Thus, the MIS database of the DAY SUH NULM should be regularly updated with increased efficiency and correct information.
- **Institutional support and capacity building to the training providers:** Institutionalized support should be provided to the agencies engaged in providing training and capacity building for resettlement/ rehabilitation, livelihoods training, counselling etc.
- Urban homeless should be mainstreamed in the government schemes such as Pradhan Mantri Awas Yojana, Smart Cities Mission etc.
- There is need for National Homeless Policy which can be an updated version of DAY-NULM guidelines with more focus on empowering the urban poor and protecting their rights.

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.



Indo-Global
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Dalit Mukti
Mission

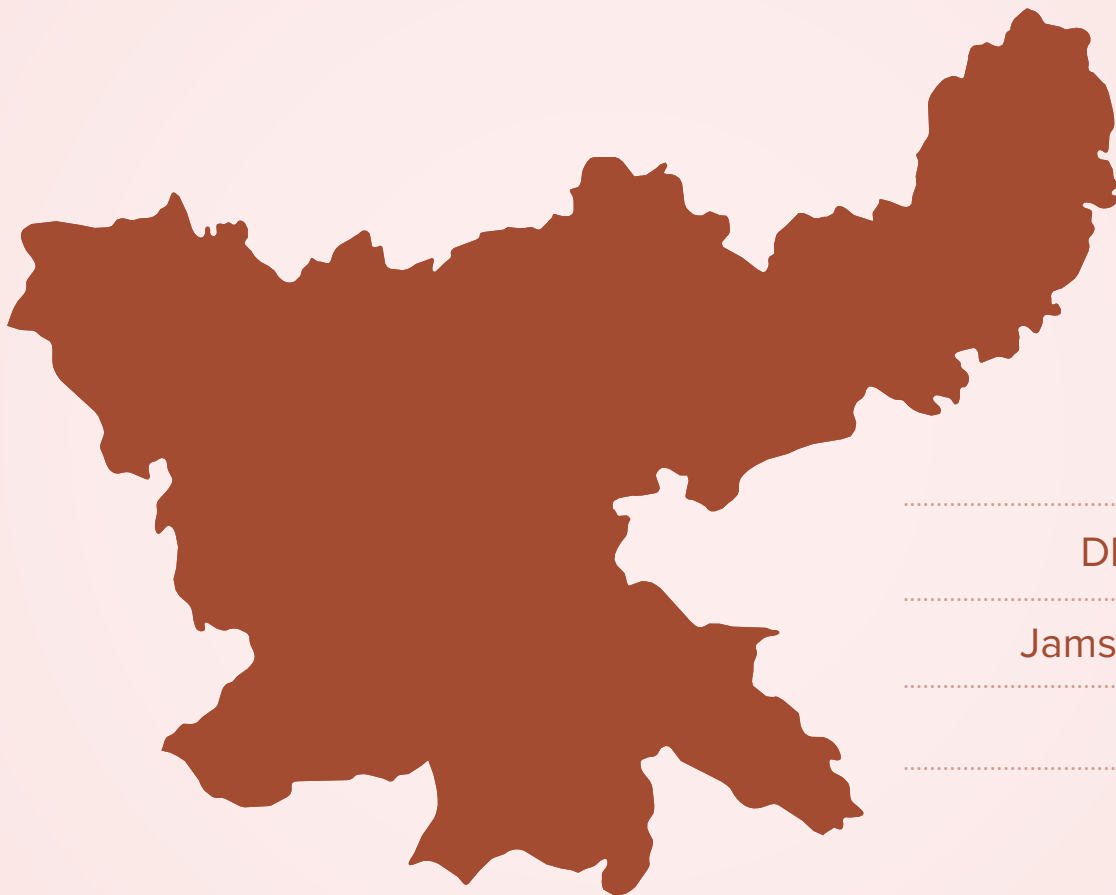


State & Cities' Brief

Draft for enabling discussion for policy input

JHARKHAND

Shelter Assessment Survey 2019-20



.....
Dhanbad
.....

.....
Jamshedpur
.....

.....
Ranchi
.....

This study brief consists of:

- | Background | Findings from secondary data
- | Findings from primary data | Recommendations from the study



Indo-Global
Social Service Society



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The purpose of this brief is to enable the discussion with the concerned authorities.

Major areas covered under secondary data:

- Categories of the shelter
- Presence of NON-NULM component
- Budget component: Funding given to the cities and the states
- Urban statistics of the India, State and the cities
- Physical and financial targets under the SUH component of DAY NULM

Major areas covered under primary data collection (survey):

- General Information of the shelter
- Access and Physical Infrastructure
- Equipment and Fitting Condition
- Display Information
- Retirement 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 staffs
- Comments by field investigators

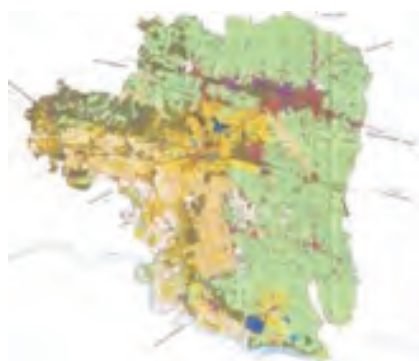
Number of Shelters category wise (General, Men, Women, Special, Family)						
City	General	Men	Women	Special	Family	Total
Dhanbad	3	0	0	0	0	3
Jamshedpur	5	7	0	0	0	12
Ranchi	9	4	2	0	0	15
Total	17	11	2	0	0	30

Source: MIS Database accessed in November 2019.
Note: The data has not updated for a long time.



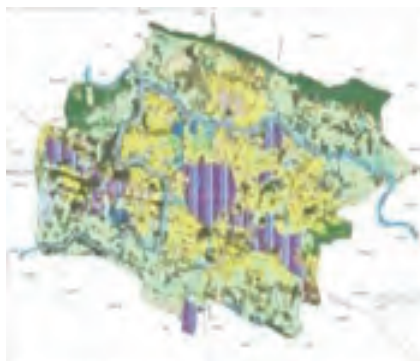
Dhanbad Municipal Corporation
/dhanbad.nic.in/public-utility/
dhanbad-municipal-corporation/

(<https://dhanbad.nic.in/public-utility/dhanbad-municipal-corporation/>)



Jamshedpur Municipal Corporation
<https://pmc.gov.in/en>

<https://pmc.gov.in/en>



Ranchi Municipal Corporation
[os://nashikcorporation.in](https://nashikcorporation.in)

<https://nashikcorporation.in>



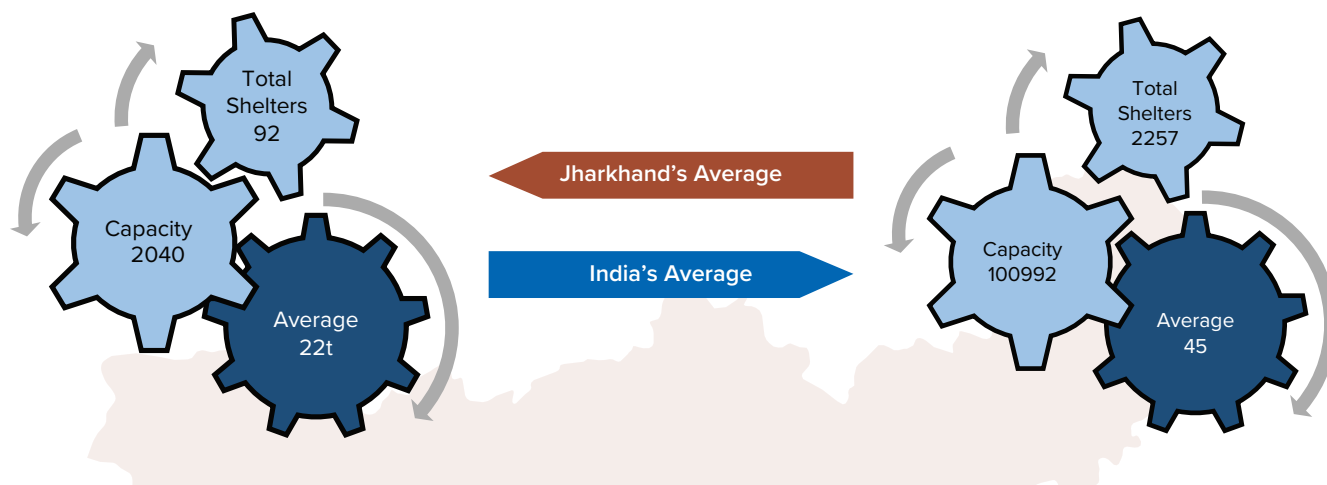
Understanding from the official Sources

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



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			2294.11	1239.81	1498.59	
Jharkhand			127871	79291	84191	
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

As per MIS Database,

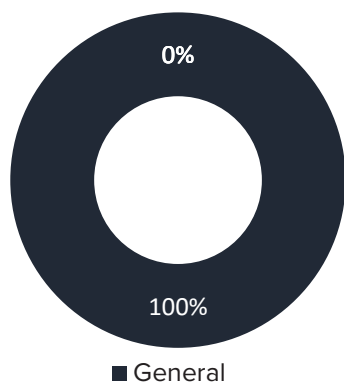
- There is no Shelter Training Management Agency in the cities of Dhanbad, Jamshedpur and Ranchi. Dhanbad and Ranchi are deprived of CCTV facilities.
- Funding pattern under NULM for Jharkhand : 60%: Central share and 40%: State share
- From January 2019 (28 shelters) to October 2019 (92 shelters), there is 228.6% increase in the number of shelters in Jharkhand
- There is no family shelter in 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

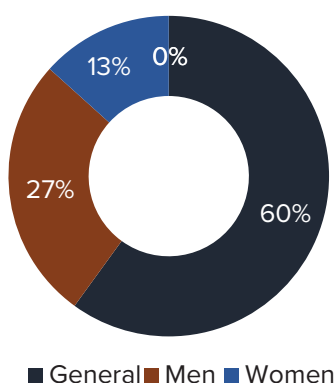
Source: MIS SUH DAY NULM, November 2018 and records from survey

Insights from the Shelter Assessment Survey 2019-20 (November- February)

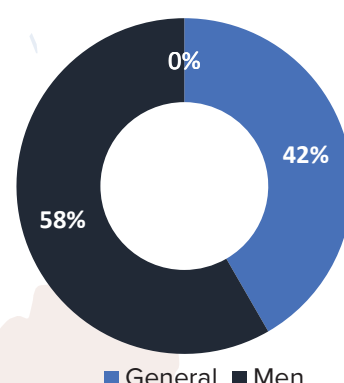
Cities	Shelter	Capacity	Average	Minimum Cap.	Maximum Cap.
Dhanbad	2	100	50	50	50
Jamshedpur	10	211	21	5	50
Ranchi	11	378	34	10	100
Overall in these cities	23	674	30	5	100



Shelter by Category Type:
Dhanbad



Shelter by Category Type:
Jamshedpur



Shelter by Category Type:
Ranchi

Various Indicators assessed to know the performance of Shelters

Indicators	Dhanbad	Jamshedpur	Ranchi	Overall
Access and Physical Infrastructure, Equipments 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
Equipments 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 flexi 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

Figures in percentages

Insights from the Shelter Assessment Survey 2019-20 (November- February)

Indicators	Dhanbad	Jamshedpur	Ranchi	Overall
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.
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

The various conditions of shelter rated Good (G), Satisfactory (S) and Bad (B)

Indicators	Dhanbad	Jamshedpur	Ranchi	Overall
General Condition of the building	G S	S G B	S G B	S G B
Maintenance of building	G S	S G B	S G B	S G B
Functionality of fitting & fixtures	G S	B G S	S G B	B S G
Indicators	Dhanbad	Jamshedpur	Ranchi	Overall
General upkeep condition (including floor, wall, etc)	S	S G	S G B	G S B
Ventilation in the retiring room	S	S G B	G S B	S B G
Bed/retirement space (general condition)	S	S G	G S B	S B G

A donut chart with a dark blue outer ring and a white inner circle. The text '0%' is centered at the top, and '100%' is centered at the bottom.

Frequency	Percentage
Daily	39%
Weekly	26%
Monthly	13%
Occasionally	9%
Never	4%

1

Indicators

D

Ja

F

Q

Drainage arrangement

Cleanliness of toilets

Cleanliness inside the premises

Cleanliness outside the premises

Overall cleanliness of shelter building & premises

Indicators

D

J

F

Q

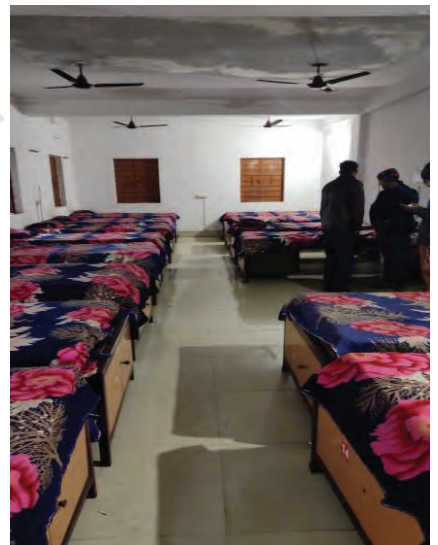
Overall display condition of shelter



SL. NO.	NAME	DESIGNATION	CONTACT NO.	TIME
1.	MUKESH ZHA	Care Taker	9830991567	8:30 AM to 12:30 PM
2.	RANJIT KUMAR	Care Taker	97548453611	2:30 PM to 6:00 PM
3.	RAJU BANSEER	Care Taker	9122623944	10:30 PM to 6:00 AM
4.	SONU KUMAR	Manager	6202148580	6:00 AM to 10:30 PM
5.	DILEEP KUMAR	Security	8135925262	8:00 PM to 9:00 AM



संचालन
Safe Approach
 for Nascent Termination Of Social Hazard
Ph.: 8377011981



Major Findings from the Survey

General Information of the Shelters

- All shelters come under their respective Municipal Corporations of the cities and come under DAY NULM
- As per survey, no of shelters Dhanbad has 1 general and 1 men shelter, Jamshedpur has 2 family, 7 men and 1 women shelter, while Ranchi has 5 general, 3 men, 2 women and 1 shelter Men, person with disabilities
- 1 shelter in Ranchi and 3 shelters in Jamshedpur performed very badly in almost all the indicators

Retirement Facilities and Maintenance

- 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

Access and Physical Infrastructure

- 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

Manpower Allocation and facets

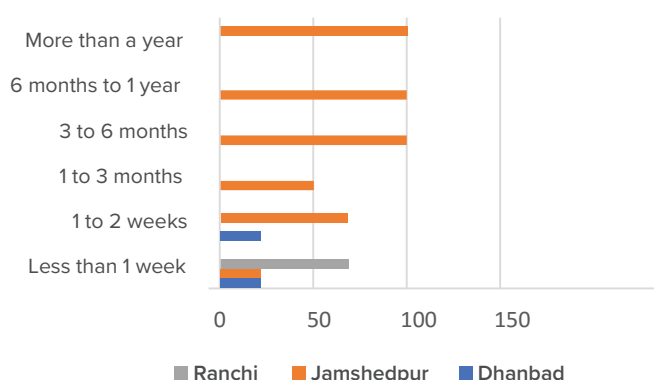
- Only in 2 shelters (1 in Ranchi and 1 in Dhanbad) out of 23 shelters, manager/caretaker was wearing uniform
- Out of 5 special shelters (person with disabilities), 2 shelters reported to have security guard present
- Overall, only 9 shelters reported to have sweeper
- 2 shelters of Ranchi and 2 shelters of Jamshedpur reported to have rescue vehicles
- Training to managers was given in 2 shelters of Ranchi only

Outreach Facilities, Safety and Security

- The shelter in Ranchi, Dhanbad and Jamshedpur charge Rs 30 Rs 25 and Rs 30 respectively for availing shelter services Overall, 5 out of 22 shelters do not provide free food
- None of the shelters provide sanitary and hygiene pads to women (though there are 3 women shelters, 2 family and 6 general shelters where women population can be found)

Feedback by Residents

- 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.



General Nature of the Occupants

Ranchi: Seasonal workers/ labourers , educational opportunities, general employment/ job seekers, access to medical treatments, orphans, mental health issues

Dhanbad: Seasonal workers/ labourers , educational opportunities, disasters and accidents, mental health issues

Jamshedpur: Seasonal workers/ labourers , general employment/ job seekers

- **Women living on streets or inside the shelters are more vulnerable** and prone to be harassed by anti-social elements. As per observations of the assessment report, women safety is not up to the mark in women shelter of Ranchi. Neither Dhanbad nor Jamshedpur is reported to have a single women's shelter. Existing shelters in Ranchi do not provide sanitary napkins either. There is high need of adequate number of women shelter as per NULM-SUH guideline. They should be constructed in a phased manner.
- **For the safety of women** helpline and legal support should be made mandatory in the shelters. Women helpline numbers should be displayed at homeless clusters in the city.
- **Gap in the number of shelters and capacity:** There is a huge gap between the capacity of existing shelters and number of urban homeless in Ranchi, Jamshedpur and Dhanbad city As per guidelines, there should be a minimum capacity of 100 people per 1 lakh population Thus, ideally shelters in Dhanbad, Jamshedpur and Ranchi should have a minimum capacity of 1000 600 and 1000 people respectively
- **SMA's are underpaid:** Shelter management agency are not being paid operation and maintenance cost on time for shelter homes being run under SUH, DAY NULM (based on discussion with SMA at Jamshedpur)
- **Shelter Management Committees should be formed for managing the shelters:** Most of the Shelter Management Committees have not been formed in the city under shelter for urban homeless (SUH) programme.
- **Shelter Management Training agencies needs to be regulated:** Most of the Shelters Management Agencies and ULBs are not trained therefore, they are not able to the managed shelters as per the SUH guidelines of NULM.
- **Sanitation facilities should be made available inside the shelter premises:** Residents are going outside in public toilet as most of the Shelters do not have toilet bathroom facility.
- **Safety and security of the shelter residents should not be compromised:** It is the duty of the service providers to ensure safety and security of the residents so as to eliminate the cases of violence in the shelters.
- **Facilitation of the government schemes to the residents:** The residents of shelters should be facilitated with the government schemes such as Jan Dhan Yojana, Adhaar Identification, Training under Skill India, accessing labor card, Voter ID Card, pension schemes etc.
- **Implementation of NULM provisions:** The provisions of DAY SUH NULM on papers such as providing eco friendly shelters, security guard in case of special shelters, etc needs to be implemented.
- **Regular update the official sources of the data:** Availability of data and data discrepancies are the major hindrances in the implementation of the schemes and conducting analysis Thus, the MIS database of the DAY SUH NULM should be regularly updated with increased efficiency and correct information.
- **Institutional support and capacity building to the training providers:** Institutionalized support should be provided to the agencies engaged in providing training and capacity building for resettlement/ rehabilitation, livelihoods training, counselling etc.
- Urban homeless should be mainstreamed in the government schemes such as Pradhan Mantri Awas Yojana, Smart Cities Mission etc.
- There is need to for **National Homeless Policy** which can be an updated version of DAY NULM guidelines with more focus on empowering the urban poor and protecting their rights.

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State & Cities' Brief

Draft for enabling discussion for policy input

MAHARASHTRA

Shelter Assessment Survey 2019-20



Greater Mumbai

Pune

Nashik

This study brief consists of:

- | Background | Findings from secondary data
- | Findings from primary data | Important observations from the study



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This Shelter Assessment Study 2019-2020 is done under the Enabling Inclusive Cities for Homeless (EICH) Project funded by European Union, carried 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 crucial role played by the shelter residents in the development of the city. The study has accessed the secondary source: MIS Database of SUH DAY NULM (November 2019) and collected primary data from the shelters in the 5 states (Andhra Pradesh, Bihar, Jharkhand, Maharashtra and Tamil Nadu). From each state, 3 cities are sampled out totaling to 15 cities. The primary data gives us insights of the living conditions in the shelter under the **Deendayal Antyodaya Yojana- National Urban Livelihood Mission (DAY NULM)**.

The purpose of this brief is to enable the discussion with the concerned authorities.

The Maharashtra's DAY NULM Component can be accessed from: <https://urban.maharashtra.gov.in/>

Major areas covered under secondary data:

- Categories of the shelter
- Presence of NON-NULM component
- Budget component: Funding given to the cities and the states
- Urban statistics of the India, State and the cities
- Physical and financial targets under the SUH component of DAY NULM

Major areas covered under primary data collection (survey):

- General Information of the shelter
- Access and Physical Infrastructure
- Equipment and Fitting Condition
- Display Information
- Retirement 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 staffs
- Comments by field investigators

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	1	0	35



Greater Mumbai Municipal Corporation
<https://portal.mcgm.gov.in/irj/portal/anonymous>

Pune Municipal Corporation
<https://pmc.gov.in/en>

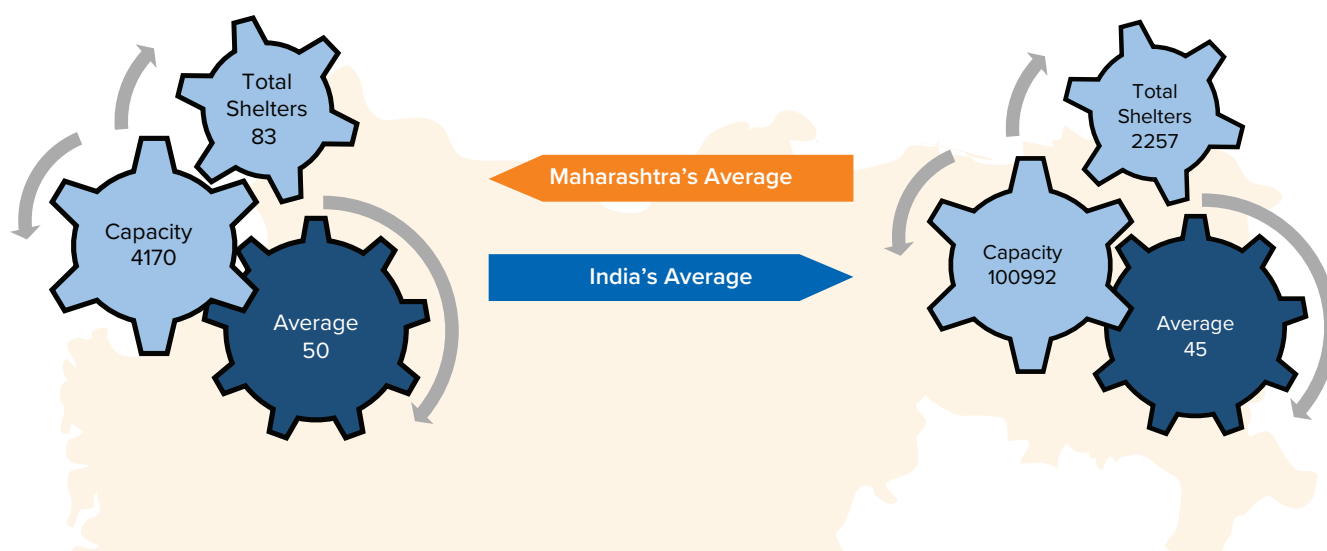
Nashik Municipal Corporation
<https://nashikcorporation.in>



Understanding from the official Sources

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



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	
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 Management Agency in the cities of Mumbai, Nashik and Pune and Nashik is deprived of SMC, STMA and CCTV facilities

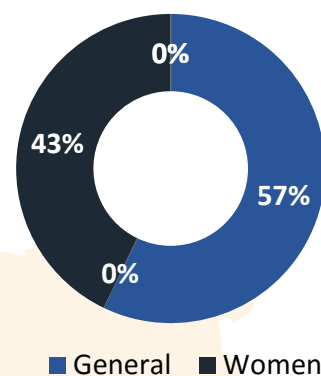
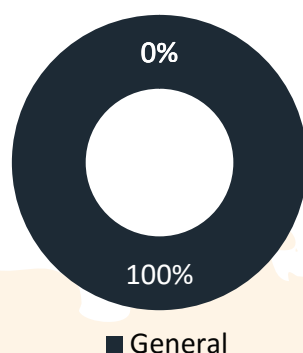
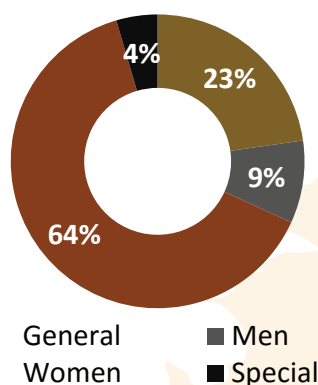
- Funding pattern under NULM for Maharashtra : 60%: Central share and 40%: State share
- From January 2019 (87 shelters) to October 2019 (83 shelters), there is 4.6% decrease in the number of shelters.
- There is no family shelter in Maharashtra

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

Insights from the Shelter Assessment Survey 2019-20 (November- February)

Cities	Shelter	Capacity	Average	Minimum	Maximum
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



Various Indicators assessed to know the performance of Shelters

Indicators	Greater Mumbai	Nashik	Pune	Overall
Access and Physical Infrastructure, Equipments 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 shelter 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 flexi 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/not for 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

Figures in percentages

Insights from the Shelter Assessment Survey 2019-20 (November- February)

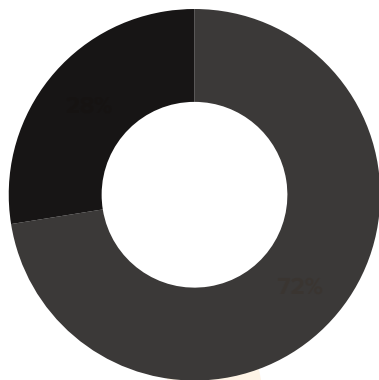
Indicators	Greater Mumbai	Nashik	Pune	Overall
Manpower				
Manager/ caretaker present (generally)	88.8	25.0	100.0	82.7
Uniform (generally)	0.0	0.0	0.0	0.0
ID card (generally)		0.0	14.2	31.0
Whether received any training is received manager	38.8	0.0		
Sweeper present (generally)	33.3	0.0	100.0	44.7
Rescue 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	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				
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				
Access to counselling facilities available for important information	38.8	0.0	100.0	48.2
Training under skill	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

Indicators	Greater Mumbai	Nashik	Pune	Overall
General Condition of the building	S G B	B G S	S G	S G B
Maintenance of building	S G B	S B	S B	S G B
Functionality of fitting & fixtures	G S B	S B	S B	S B G
General upkeep condition (including floor, wall, etc.)	S G	B	S	S G B
Ventilation in the retiring room	S G B	B	S B	S B G
Bed/retirement space (general condition)	S G B	B	S G	S G B

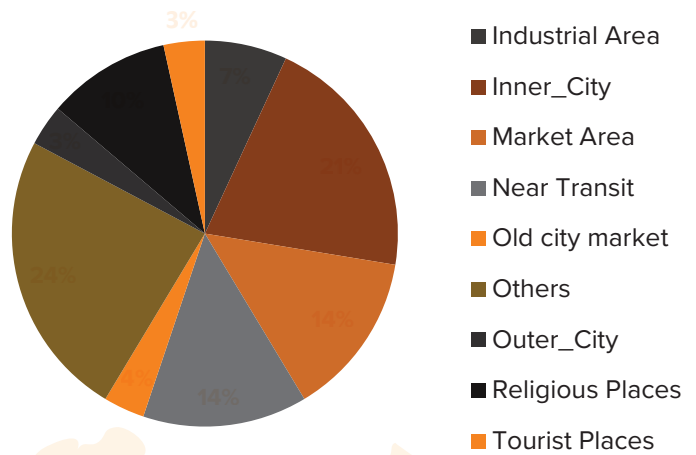
Insights from the Shelter Assessment Survey 2019-20 (November- February)

Type of Shelter



■ Permanent ■ Temporary

Type of Area/Locality in which shelters are located



■ Industrial Area
■ Inner_City
■ Market Area
■ Near Transit
■ Old city market
■ Others
■ Outer_City
■ Religious Places
■ Tourist Places

Indicators

Greater Mumbai

Nashik

Pune

Overall

Quality of drinking water



Drainage arrangement



Cleanliness of toilets



Cleanliness inside the premises



Cleanliness outside the premises



Overall cleanliness of shelter building & premises



Indicators

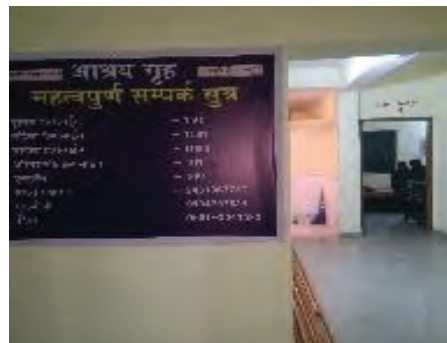
Greater Mumbai

Nashik

Pune

Overall

Overall display condition of shelter



Indicators

Greater Mumbai

Nashik

Pune

Overall

Safety from physical structure of building



Security from theft, petty crime, etc. in shelter



Major Findings from the Survey

General Information of the Shelters

- There is no Shelter Training Management Agency in the cities of Mumbai, Nashik and Pune and Nashik is deprived of SMC, STMA and CCTV facilities.
- There are no general and family shelters in Mumbai.

Retirement Facilities and Maintenance

- People in all shelters in Nashik sleep on Floor while shelters in Mumbai and Pune have beds, cots, darries, mats, blankets etc. with range from 5 to 60 and one shelter in Mumbai has 130 beds.

Access and Physical Infrastructure

- 2 shelters in Nashik and 2 in 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 temporary structure.
- The 7/17 shelters in Mumbai have temporary toilet structure

Manpower Allocation

- Only 4 shelters in Pune and 6 shelters in Mumbai have conducted training for the managers
- Not a single caretaker in shelters of Nashik, Mumbai and Pune had wore 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.

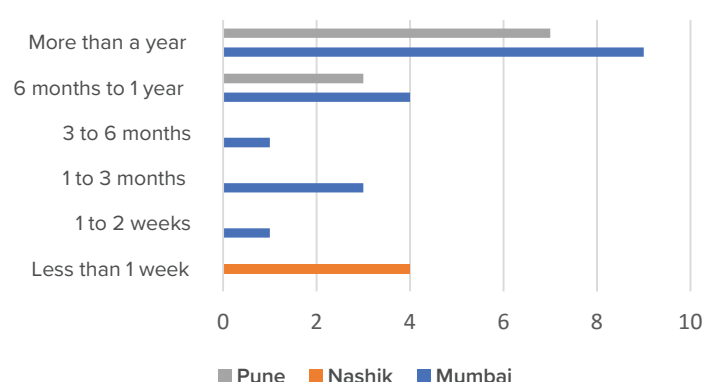
Outreach Facilities, Safety and Security

- 1 shelter in Mumbai and 1 shelter in Nashik charge fee Rs. 20 and Rs. 50 respectively to use shelter facilities.
- Only 2 shelters in Mumbai provide sanitary hygiene pads to women (although 14 women shelters are in Mumbai)
- Overall, only 38.46% of shelters provide free food to the homeless (80% in Mumbai and 100% in Pune).

Feedbacks by Residents

- 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 option
- The main reason why other people do not use shelter because of Apprehensions (14 shelters in Mumbai and all shelters in Pune), Unsafe space (All shelters in Nashik)

Average Tenure of General Occupants



General Nature of the Occupants

- **Nashik:** Seasonal Workers/ Laborers
- **Mumbai:** Seasonal workers, General employment seekers, Education and Opportunities, Orphans and lost, Social Issues (Family, Community Disputes)
- **Pune:** Seasonal workers, Education and Opportunities, Mental health Issues, Social Issues (Family and Community Disputes)

- **Women living on streets or inside the shelters are more vulnerable** and prone to be harassed by anti-social elements. As per the observations in the assessment report, women safety is not up to the mark in women's shelter of Mumbai and Pune. The city of Nashik does not have a single women's shelter. There is urgent need of adequate number of women shelters as per NULM-SUH guideline.
- **For the safety of women**, helpline and legal support should be made mandatory in the shelters. Women helpline numbers should be displayed at homeless clusters in the city.
- **Gap in the number of shelters and capacity:** There is a huge gap between the capacity of existing shelters and number of urban homeless in the cities of Greater Mumbai, Nashik and Pune. As per guidelines, there should be a minimum capacity of 100 people per 1 lakh population. Thus, ideally shelters in Greater Mumbai, Nashik and Pune should have a minimum capacity of 1240, 1500 and 3000 residents.
- **Shelter Management Committees should be formed for managing the shelters:** Most of the Shelter Management Committees have not been formed in the city under shelter for urban homeless (SUH) programme.
- **Shelter Management:** Training agencies needs to be regulated: Most of the Shelters Management Agencies and ULBs are not trained therefore, they are not able to manage the shelters as per the SUH guidelines of NULM.
- **Safety and security of the shelter residents should not be compromised:** It is the duty of the service providers to ensure safety and security of the residents so as to eliminate the cases of violence in the shelters.
- **Facilitation of the government schemes to the residents:** The residents of shelters should be facilitated with the government schemes such as Jan Dhan Yojana, Adhaar Identification, Training under Skill India, accessing labor card, Voter ID Card, pension schemes etc..
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- There is need for **National Homeless Policy** which can be an updated version of DAY-NULM guidelines with more focus on empowering the urban poor and protecting their rights.

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State & Cities' Brief

Draft for enabling discussion for policy input

TAMIL NADU

Shelter Assessment Study 2019-20



Coimbatore

Madurai

This study brief consists of:

- | Background | Findings from secondary data
- | Findings from primary data | Recommendations from the study



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The Tamil Nadu's DAY NULM Component can be accessed from: [http://www.tamilnadumahallir.org/sample sites/nulm.html](http://www.tamilnadumahallir.org/sample%20sites/nulm.html)

Major areas covered under secondary data:

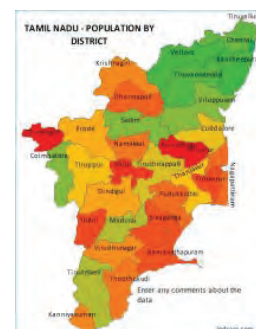
- Categories of the shelter
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- Budget component: Funding given to the cities and the states
- Urban statistics of the India, State and the cities
- Physical and financial targets under the SUH component of DAY NULM

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- General Information of the shelter
- Access and Physical Infrastructure
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- Display Information
- Retirement 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 staffs
- Comments by field investigators

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.



In Coimbatore the shelter homes come under purview of Tamil Nadu State Government



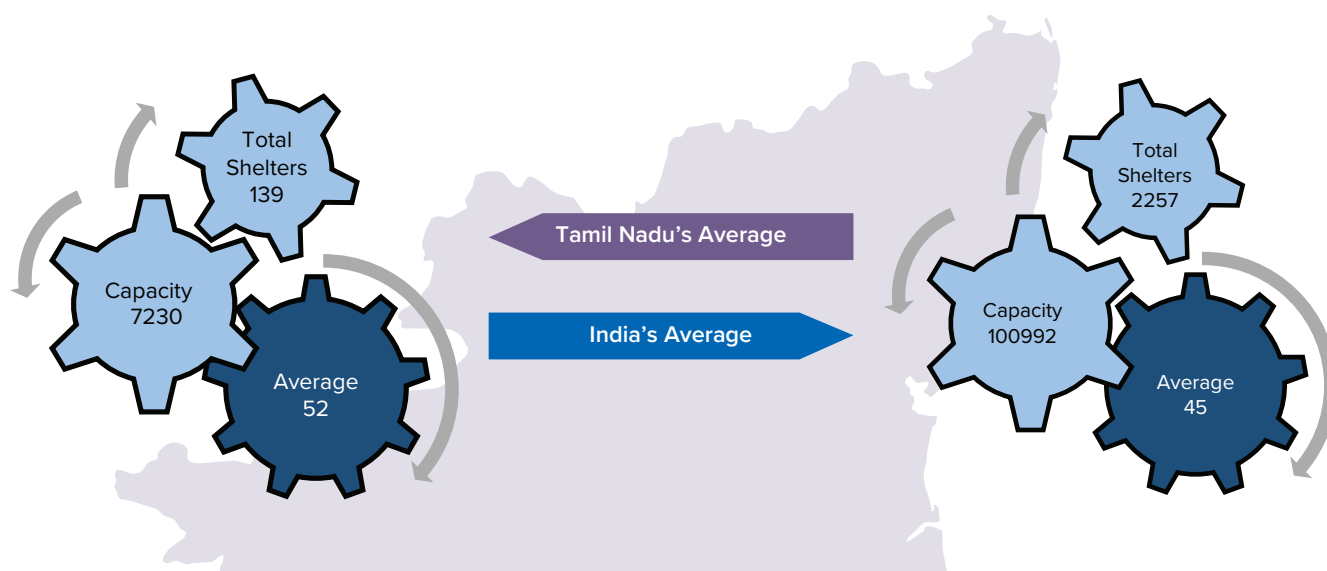
In Madurai the shelter homes come under purview of Madurai Corporation



Understanding from the official Sources

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



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			127871.2	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

As per MIS Database,

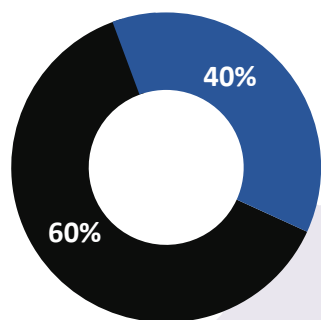
- There is 5 % increase in the number of shelters in the state of Tamil Nadu from January 2019 (134 shelters) to October 2019 (139).
- Funding pattern under NULM for Tamil Nadu : 60%: Central share and 40%: State share
- There is no family shelter in Tamil Nadu.
- All the shelters of Coimbatore are equipped 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.

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
Coimbatore	5	4	1
Madurai	13	28	15
Overall in these cities	18	32	16

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

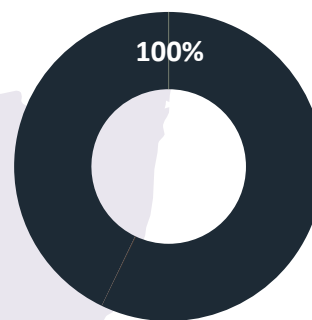
Insights from the Shelter Assessment Survey 2019-20 (November- February)

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



■ General ■ Special

Shelter by Category Type:
Coimbatore



■ General ■ Women

Shelter by Category Type:
Madurai

Various Indicators assessed to know the performance of Shelters

Indicators	Coimbatore	Madurai	Overall
Access and Physical Infrastructure, Equipments 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
Equipments 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 flexi board	60.0	69.2	66.6
Duty roster 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
Figures are in percentages			

Figures in percentages

Insights from the Shelter Assessment Survey 2019-20 (November- February)

Indicators	Coimbatore	Madurai	Overall
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

The various conditions of shelter rated Good (G), Satisfactory (S) and Bad (B)

Indicators	Coimbatore	Madurai	Overall
General Condition of the building	S G	S G	S G
Maintenance of building	S G	G S	G S
Functionality of fitting & fixtures	G S B	S G	S G B
General upkeep condition (including floor, wall, etc)	S G	S G	S G
Ventilation in the retiring room	S G	G S	G S
Bed/retirement space (general condition)	G S B	G S	G S B

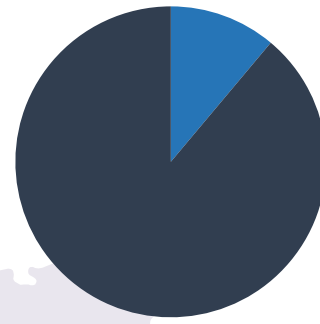
Insights from the Shelter Assessment Survey 2019-20 (November- February)

Type of Shelter



■ Permanent ■ Temporary

Type of Area/Locality in which shelters are located



■ Outer city ■ Inner city

Indicators

Coimbatore

Madurai

Overall

Quality of drinking water



Drainage arrangement



Cleanliness of toilets



Cleanliness inside the premises



Cleanliness outside the premises



Overall cleanliness of shelter building & premises



Indicators

Coimbatore

Madurai

Overall

Overall display condition of shelter



Indicators

Coimbatore

Madurai

Overall

Safety from physical structure of building



Security from theft, petty crime, etc in shelter



Major Findings from the Survey

General Information of the Shelters

- The shelters in Coimbatore and Madurai are under purview of Tamil Nadu State Government and Madurai Corporation respectively.
- As per survey, Coimbatore and Madurai has 2 general, 1 women, 2 special shelters and 13 general shelters respectively.

Access and Physical Infrastructure

- One shelter in Coimbatore is Porta Cabin, as reported in the survey.
- One shelter in Coimbatore does not have functional fans, as reported in the survey.

Retirement Facilities and Maintenance

- The average number of bed in shelters of Coimbatore and Madurai are 40 and 25 respectively.

Sanitation facilities and WASH Condition

- 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.

Manpower Allocation and facets

- 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.

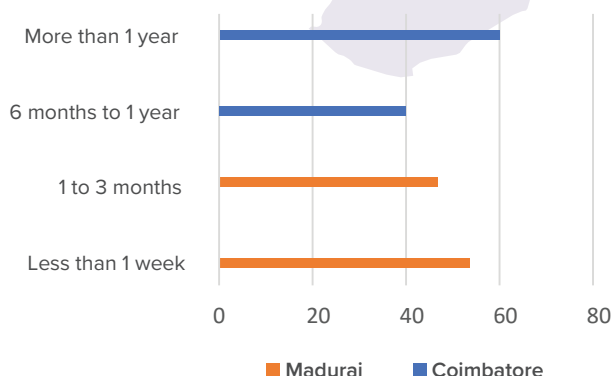
Outreach Facilities, Safety and Security

- 4/5 shelters in Coimbatore do not have fire extinguisher.

Feedback by Residents

- 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 wheeler 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.

Average Tenure of the Occupants (%)



General Nature of the Occupants

Coimbatore:

Orphans and lost, severe health issues, mental illness and social issues.

Madurai:

Social issues (Family / Community disputes)
Orphans and lost and to access medical treatment.

- **Women shelter** are not in adequate number as per NULM-SUH guideline. Adequate women shelters should be constructed in phased manner.
- **For the safety of women** helpline and legal support should be made mandatory in the shelters. Women helpline numbers should be displayed at homeless clusters in the city.
- **Gap in the number of shelters and capacity:** There is a gap between the capacity of existing shelters and number of urban homeless in the cities of Coimbatore and Madurai. As per guidelines, there should be a capacity of 100 per 1 lakh population. Thus, ideally shelters in Coimbatore and Madurai should have capacity of about 1060 and 1050 respectively.
- **Shelter Management Committees should be formed for managing the shelters:** Most of the Shelter Management Committees have not been formed in the city under shelter for urban homeless (SUH) programme.
- **Shelter Management Training agencies needs to be regulated:** Most of the Shelters Management Agencies and ULBs are not trained therefore, they are not able to the managed shelters as per the SUH guidelines of NULM.
- **Facilitation of the government schemes to the residents:** The residents of shelters should be facilitated with the government schemes such as Jan Dhan Yojana, Adhaar Identification, Training under Skill India, accessing labor card, Voter ID Card, pension schemes etc..
- **Implementation of NULM provisions:** The provisions of DAY NULM on papers such as providing eco friendly shelters, security guard in case of special shelters, etc. needs to be implemented.
- **Regular update the official sources of the data:** Availability of data and data discrepancies are the major hindrances in the implementation of the schemes and conducting analysis. Thus, the MIS database of the DAY NULM should be regularly updated with increased efficiency and correct information.
- **Institutional support to the training providers:** Institutionalized support should be provided to the agencies engaged in providing training and capacity building for resettlement/ rehabilitation, livelihoods training, counselling etc.
- Urban homeless should be mainstreamed in the government schemes such as Pradhan Mantri Awas Yojana, Smart Cities Mission etc.
- There is need to for **National Homeless Policy** which can be an updated version of NULM guidelines with more focus on empowering the urban poor and protecting their rights.



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.

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