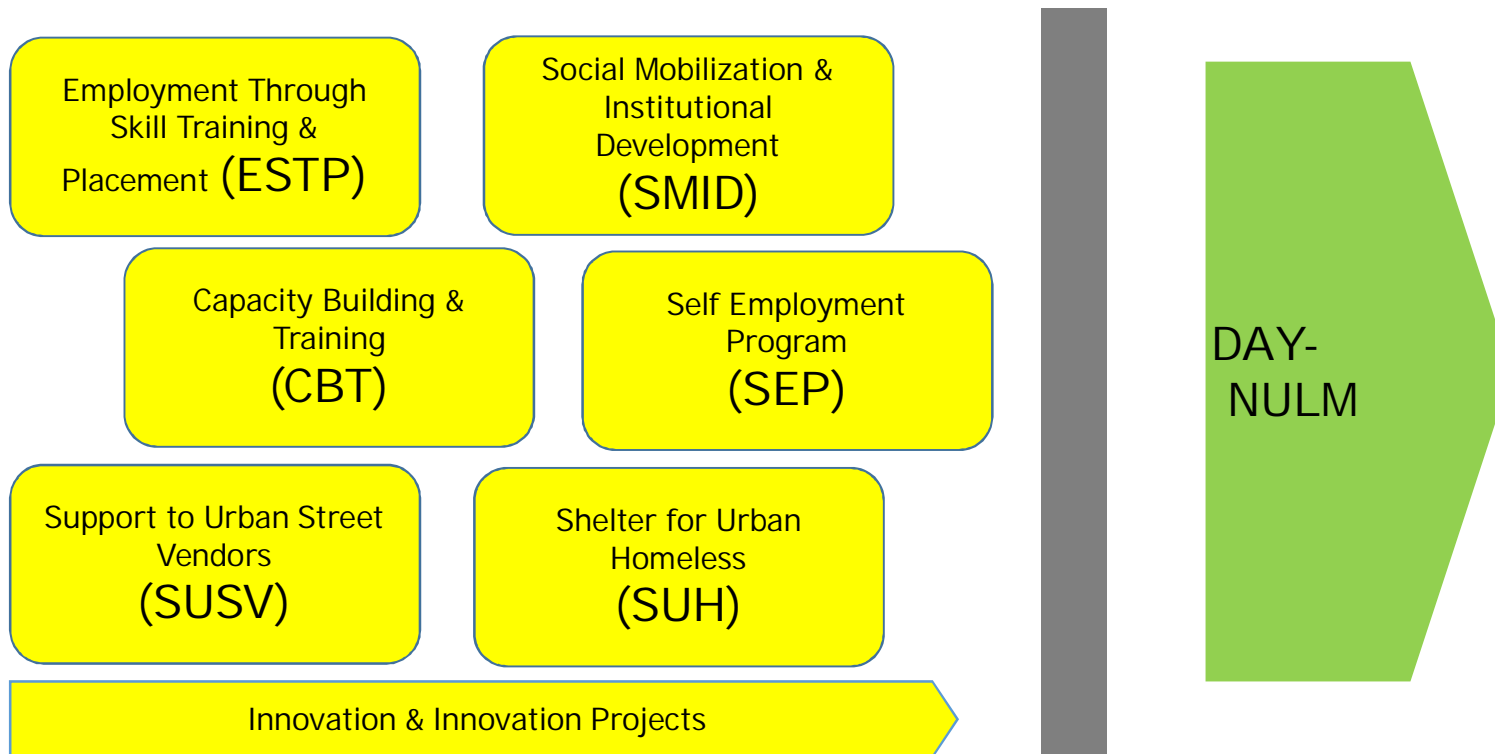




# COMPONENTS

DAY-NULM is a collaborative effort by Central & State govt (60:40) towards poverty reduction of **Urban Poor** in urban areas. Components of DAY-NULM are



# Homeless in our State

*The number of homeless population in Odisha was 34,061 (male: 19,681 & female: 14,380) as per Census-2011.*





# *Shelter for Urban Homeless Guideline & Amendments under NULM*









# Guideline Amendments under SUH (Day –NULM)

Ø Old Guideline consist of Clause 1- 14

Ø New Guideline with Amendments consist of Clause 1-16

## List of Major Clauses Amended in the Guide line

- i) Background (Clause 1), ii) Type of Shelter (Clause 3), iii) Facilities Shelters (Clause 4), iv) Linkage with Entitlements (Clause 5), v) Location of the shelters (Clause 6), vi) Design of Shelter (Clause 7), vii) Operation & Management of Shelters ( Clause 8), viii) Project Proposal ( Clause 9), ix) Funding Pattern (Clause 11), x) Users Fee (Clause 12), xi) Monitoring & Evaluation (Clause 13),
- xii) Identification & Rescue (New Clause 14), xiii) Admission and Repatriation (New Clause 15),

## Background of Urban Home Less: Amendments (Clause 1) on 7<sup>th</sup> Dec 2015.

National Urban Housing & Habitat Policy (NUHHP)2007 aims

- Equitable supply of land,
- Shelter and Services in affordable price
- To all section of the Society

### Amendments (Clause 1)

#### 24X7 shelters...

- § Many occupants of shelters are engaged in work during the nights (e.g. as head-loaders), and thus need shelters to sleep in, during the day.
- § Casual workers often do not get employment on a daily basis, and so they may need shelters during the day and not just at night.
- § Therefore, DAY-NULM envisages providing shelters available to the homeless at 24x7

# Amendment provision (Clause 1) for Homeless

## More elaboration of Homeless places.

### Homeless places

- Who don't have house
- Under staircase
- Under ledge of shops or homes
- In Market Corridors
- Railway's Platform
- Bus Stand
- Courtyard or places of worship
- Drainage pipes

### Homeless places

- Government / NGO's Night Shelters
- Deserted/Abandoned Buildings
- Pavement/road sides
- Road Drivers (Centre of the road)
- Parks
- On bridges
- On flyovers or under the Flyovers
- Unfit for human habitation



## Objectives :( Clause 2)

- (i) Access and Availability of Permanent Shelters with (Water, Sanitation, Safety and Security)
- (ii) Cater the needs of the Venerable Segment (Children, Aged, Disabled, Mentally ill, Recovering ill)
- (iii) Access to various Entitlement (Social Security Pension, PDS, ICDS, Identity, Financial Inclusion, Education, Affordable Housing)
- (iv) Formulate Structures for (Development, Management and Monitoring of Shelters) by state Home less collective and Civil Society Organisations

## Norms of Shelters:(Clause 3)

All weather permanent shelters

- (i) Implemented in Dist HQ and towns
- (ii) Per 1.00 Lakh Population at least for 50 - 100 homeless

### Amendments Clause 3.1

- Shelter should preferably cater 50 or more persons.
- In exceptional cases , Lesser capacity could also be approved.

# Norms and Types of Shelters (Clause 3)

- Shelters may cater to the most vulnerable groups
  - (a) single women and their dependent minor children,
  - (b) aged, (c) infirm, (d) disabled, and
  - (e) mentally challenged etc.

## Type of shelters to cater the special needs

- a) **Men** shelters :Single Working men
- b) **Women** shelters :Needs of Women & Their Children
- c) **Family Shelters** : Families living on the street
- d) **Special Shelters**: Persons without care, Mentally ill, Recovering Patient and their families

## Types of Shelters (Clause 3.3 d)

- Amendments ( Clause 3.3 d)
- d) Special Shelters: Persons without care,
- Mentally ill, Recovering Patient and their families
- Mentally or Physically challenged,
- Attendants of the patients admitted in Hospitals etc. special Shelters may be Provided.



## Facilities at the Shelters (Clause 4)

1. Well **ventilated** rooms & 2. Standard **lighting** for shelter.
3. **Water arrangements** (Potable drinking water and other needs) and sanitation.
4. Adequate **bathing & toilet facilities**.
5. Adequate **fire protection measures**, as per the norms.
6. **First aid kit** and 7.
- Pest and vector** (mosquito) control.

## Facilities at the Shelters (Clause 4)

8. Regular cleaning of **blankets, mattresses and sheets**, & maintenance of other services.

9. Common **kitchen/cooking space**, necessary utensils for cooking and serving, cooking gas connections etc.

**10. Child care facilities** linking nearest Anganwadi Centres.

11. Facilitation for convergence with other services/entitlements.

### Amendments (Clause 4)

**1. Personal Lockers and Common Recreation space.**

# Linkages with Entitlements (Clause 5)

1. **Identity Proof** & Postal Address, Elector's Photo Identity Card (EPIC), etc. (*Aadhar Card Amended*)
2. Old age, widows and disability **pensions**.
3. **BPL cards, PDS ration cards**, etc.
4. Bank or post office **accounts**., *Jan Dhan Yojana Accounts Amended*
5. *ICDS services*.

## Linkages with Entitlements (Clause 5)

6. Admission to **government schools**.

7. Rashtriya **Swasthya Bima Yojana** (RSBY).

8. Admissions to **public hospitals for health care**.

9. Free Legal Aid



# Linkages with Entitlements (Cl. 5)

## Amendments (Clause 5)

1. The shelter management Agencies and Committee would responsible to ensure entitlements and benefits to the homeless
2. Pradhanmantri Surakhya Bima Yojana, Pradhan Manty Jeeban Bima Yojana, Pradhanmantri Jana Dhan Yojana, PMAY, Skill Training under DAY NULM & Priministers Kousal Vikash Yojana, Pradhan Manty Mudra Yojana, SEP Component of DAY NULM
3. ID card And Certificate to homeless street vendors

# Linkages with Entitlements (Cl. 5)

## Amendments (Clause 5)

1. Linkages to Housing for All (HFA) NULM and other services of the Ministry
2. Rehabilitation of disabled scheme of Ministry of Social Justice and Empowerment.
3. Referral services for women & Children distress with WADHAR, UJJAWALA, SABALA, One stop center, women Helpline Schemes of MoW&CD
4. Subsidy under PDS, Direct Benefit Transfer under Various Govt Schemes.

# Linkages with Entitlements (Cl. 5.1)

## Additional Amendments (Clause. 5.1)

1. Shelters are not the destiny for the homeless; Working men / women hostel, Rental housing ,Affordable social housing may also be promoted by the states/ULBs for mainstreaming homeless.

## Location of Shelters (Clause. 6.1- 6.3)

- Location should be close to homeless concentrations
- Work sites as far as practicable.
- Railway stations, Bus depots, Terminals, Markets, Wholesale Mandis (Market yards) etc.
- Survey of Cities/towns by the Local/Municipal bodies so as to assess accurately the need for shelters at suitable locations.
- The shelters should be permitted in residential,
- commercial, industrial and public and semi-public use zones,
- in other use zones also, on special permission by the planning authority/ urban local body.
- Master plan may be Ammended for the purpose



# Location of Shelters (Cl. 6.1)

## Amendments (Clause 6.1)

- An Effort for marking the location of homeless Shelter in the GPS on Maps
- Availability of Shelter in City Maps & Travel guide Maps, Online maps

## Amended Clause 6.2

- Process of conducting Urban Homeless Population study (Annexure -1)

## Amended Clause 6.4

- The ULB may plan Shelter along with CLC under Day NULM and one place to utilize the land / Building and to integrate Services /Schemes benefit.

## Design of Shelters: (Cl. 7)

- Minimum **50 square feet** per person.
- Existing infrastructure/ public buildings used after **refurbishment**.
- Permanent shelters in concrete or durable and **weather proof alternate structures**, with environmental friendly designs, rain water harvesting, solar heating / lighting facilities etc.
- **Innovative technologies/designs** for low cost and energy efficient building may be preferred.
- Effort should be made at the State/ ULB level while preparing the City Master Plan, plan for the shelters are included.

# Design of Shelters: (Clause 7)

## Three new Amendments in (Clause 7)

- If land is available ,then rooms may be added on the same floor and if required multistoried structure can be created.

## Amendments in (Clause 7.1)

- And Old dilapidated structure to be removed for use of new shelters for more efficient use of land resources.

## Additional Amendments in (Clause 7.4)

- Adequate supply of Electricity and water should be planned during formulation of Proposal

## Additional Amendments in (Clause 7.5)

- Plan for shelter should included while preparing City Master Pan by the state.

## Additional Amendment in (Clause 7.6) Latest order by Honble Supreme Court.

- Shelter home should be Barrier free for Persons with Disability

# Operation & Management (Clause 8)

The operations and management can be undertaken by

1. ULBs or any other agencies identified by the ULBs such as:
2. Homeless persons' collectives,
3. Youth and Women's community based groups,
4. Universities and Institutions,
5. Nehru Yuya Kendras, Unorganised workers' trade unions,
6. NGOs and CSOs registered under the Societies Registration Act, 1860
7. and Trust Acts or other similar laws of the State Governments, Self Help Groups and committees recognised by the State govt/ Urban Self Governments, Resident Welfare Associations and
8. Public/Private Sector Companies or Associations

# Operation & Management: (Clause 8)

- ULB or resourced agencies/ institutions responsible for operating the shelters.
- For shelters with women inmates, minimum one woman caregiver out of 3 .
- The salary cost for the above positions can be included in O&M cost of the project,
- if more staff is required, then the ULB /
- State Government may arrange for the funds from other sources.

# Operation & Management (Clause 8)

The following registers will be maintained at all the Shelters –

- Shelter Asset Inventory Book
- Accounts Register / Cash Book to monitor day to day expenditure & receipts
- Attendance Register, Health Check up Register
- Shelter Management Committee Meeting Register
- Personnel Register with Salary Payment Details
- House Keeping & Maintenance Register
- Complaints and Suggestion Register & Acquaintance Register

# Operation & Management (Clause 8)

## Additional new Amendments (Clause 8.8)

- Capacity building programme of staff for Managing shelter
- Sensitize them towards need of the homeless
- Emphasize on their problems
- Treat with Respect and dignity to Homeless
- Sharing of Experience, Conducting workshop for shelter staff in every 6 Months.

## Additional new Amendments Cl .8.9

- Prominently display the rights and Responsibilities of the resident

## Project Proposal: (Clause 9)

- Amendments (Clause 9.1):
- The State/UTs may also construct shelters with CSR support and other donations.
- If required the name of the corporate/ donor can be displayed on the shelter. For these shelters, however the O&M support can be availed under DAY-NULM.
- Availing land is the responsibility of the State /ULB .



## Project Proposal: (Clause 9.4)

### Amendments Clause 9.4

- Unused land such of Railways, Port Trusts, Hospitals, NGOs, If not owning the land , an agreement with concerned Departments for shelter construction and maintenance ,with or without formal transfer of ownership.
- Vertical designs may be considered to accommodate homeless in case shortage of land.

### Amendments ( Clause 9.7)

- Proposal for grant of funds for operation and maintenance require approval of Project Sanctioning Committee.

## Sanction of Project (Clause 10)

PSC-Project Sanction Committee at the State level may sanction the project.

## Funding Pattern: (Clause 11)

Gol would also provide 60% of the O &M cost for each shelter for the period of first five years.

### Amendments (Clause 11.6) dated 13<sup>th</sup> Dec 2013

- The appropriate O&M cost will be approved by the Project Sanctioning committee.

## Expenditure Heads as permissible under O&M:

S.NO	Expenditure Heads	Details
1	Annual Maintenance cost/ shelter	Includes expenditure for electricity and other misc. expenses
2	Annual Servicing Cost	Includes cost of upkeep, maintenance, replenishment of bedding and kitchen equipment etc.
3	Annual Cost of providing free food	Restricted to 10% of inmates who are old /infirm etc. and cannot pay
4	Staff Salary	Includes 3 caregivers in 8 hour shifts and 1 full-time manager

## User Fees: (Clause 12)

**User fees** : Improving participation of the residents in operations of the **shelter with modestly priced.**

§ **Nominal charges**: depending on the income levels

§ Urban homeless at rates ranging from 1/10 to 1/20 of their income.

§ **Persons no payment capacities**: Total exemption granted.

*Amendments (Clause 12.1)*

Effort may also be made to tie up with such charitable religious or any other organization to provide free food for inmates)

## Monitoring & Evaluation: (Para 13)

- EC chaired by Municipal Commissioner
- Responsible for **review/ supervision** of the working of shelters.
- SLUM and ULBs shall report Quarterly and SMMU/CMMU shall **closely monitor** the progress

### Amendments Clause 13.4.

- *Quality audit : Operational shelter will be conducted at shelter level on quarterly basis.*
- *3rd party Quality audit/Social audit of each shelter at least once a year. With an interview to staff and inmates of shelters*
- *States and ULBs shall prescribe norms and guidelines on Grievance Redressal mechanism .*

## Monitoring & Evaluation: (Para 13)

### Amendments Clause 13.5.

- i) All Shelter have complaint Register and Locked Box
- ii) Shelter Manager to address Complaint within 15 days. Clogged Toilet, inadequate Bedding No drinking water will be addressed 24 within 24 hours
- iii) - one Register must be examined by Shelter Management Committee for timely redressal if it is not it will move to EC at City level.
- iv) All the complaint received through Telephone, E mail, and text message should be in Complaint Register address with 15 days
- v) Development of suitable portal for on line Registration in additional to Manual register

## Monitoring & Evaluation: (Clause .13.7)

### Amendments Clause 13.7

- i) To address the security issue to insure monitoring of shelters for venerable groups , CCTV camera may be installed on Entry and Exit of the shelters

# Identification & Rescue ( Clause 14)

## Amendments ( Clause 14)

### Identification and Rescue.

- i) Mandate to see no homeless in area sleeping in the open
- ii) CBO, NGOs working on UHL should be trained and sensitized and motivated
- iii) Infarm, Sick, Victims of crime destitute Minor Children should be rescued from street and brought to shelter with extra care
- iv) Rescued sick person to be taken to Near by Hospital
- v) Police should be informed along with Social welfare and WCD dept



# Admission and Repatriation:(Clause 15)

## Amendments Clause 15

- I. The socio demographic particulars of the individuals should be collected by the shelter coordinator in the prescribed format at the time of admission to the shelter.
- II. Counseling support to the inmates should be provided by the Shelter coordinator/ Manager.
- III. Active Involvement of Local police for tracing family of Homeless
- IV. if the homeless individual is deserted/ isolated from the family, then enquiry/ counselling session with the family should be arranged to explore the possibilities of immediate reintegration; after careful verification of documents available with the family .
- V. This should be done with involvement of concerned welfare Departments/ Police/ NGOs /CBOs.

## Publicity of information (Clause 16)

### Amendments ( Clause.16)

Information about availability of shelters to reach the beneficiaries:

- Posters, Banners, Hoardings placed at points like Railway station, Bus stands, Hospitals, Parks, Important market areas, etc., for wider publication
- Leaflets and the Local Newspaper should carry news about the shelters for wider dissemination.
- Handholding of the homeless should also be done with the involvement of CBOs, NGOs, NSS etc. on regular basis.
- Campaign/Drive, Announcement in the Bus Station /Rly. Station .
- Development of mobile application.

# SUH Status In Odisha

SI No	Particulars	SUH Nos	Amount released for Construction (In Lakhs)	Amount released for O & M (In Lakhs)
1	Functional	26	531.31	180.83
2	To be Functional	2	130.94	-
3	Under Construction	15	334.85	-
4	Construction to be started	4	32.00	-
5	Issues	4	48.00	-
	Total	51	1059.10	180.83

# Contd....

SI No	Particulars	Total Nos.	Description
6	Number of SUH centers linked with Aahar Centers	5	ULB Name: SMC, Sishu Bhawan (CMC) , Rayagada, Ashok Nagar, Baramunda ( BBSR) &
7	Number of SUH centers linked with other centers	1	Agency Name: Akshya Patra Foundation (Lunch) & Gurudwar (Dinner) -PURI
8	Number Agencies engaged for Management of SUH	9	External agency Name: OPUS,VIKASH, VISSAR,YAVARD, VJSS, B- TECHNICAL, DASI, THD & Ruchika Social Service Organisation (RSSO)

# Functional SUH

Sl No	Name of District	Name of ULB	Location of SUH	Fund released (In Lakhs)	Capacity
1	Khordha	Bhubaneswar	Ashok Nagar	50.65	50
2	Khordha	Bhubaneswar	Ganga Nagar	3.00	50
3	Khordha	Bhubaneswar	C S Pur	50.65	50
4	Khordha	Bhubaneswar	Malisahi	3.00	35
5	Khordha	Bhubaneswar	Bhimapur	3.00	35
6	Khordha	Bhubaneswar	Baramunda	3.00	12
7	Khordha	Bhubaneswar	Ghatikia	50.65	50
8	Cuttack	Cuttack	Sishu Bhawan	50.65	50
9	Cuttack	Cuttack	Uttar Deulasahi	50.65	50

## Contd....

Sl No	Name of District	Name of ULB	Location of SUH	Fund released (In Lakhs)	Capacity
10	Cuttack	Cuttack	Sati Chaura	6.00	50
11	Cuttack	Cuttack	Badambadi	6.00	50
12	Cuttack	Cuttack	Mangalabag,	0.00	44
13	Sundergarh	Rourkela	New Bus stand RDA Bulding	34.11	70
14	Sundergarh	Rourkela	Power House Road	8.50	50
15	Sundergarh	Rourkela	Plant site Road	8.50	50
16	Rayagada	Rayagada	Near Town Hall	52.16	50
17	Malkangiri	Malkangiri	Near Bus Stand	52.66	50
18	PURI	PURI	Sarvoday Nagar	13.15	50

# Contd....

Sl No	Name of District	Name of ULB	Location of SUH	Fund released (In Lakhs)	Capacity
19	Mayurbhanj	Baripada	Back side of Fire Station, Begadia	50.65	50
20	Mayurbhanj	Baripada	Ghodasala Bandha, Belgadaia	44.65	50
21	Nowrang- Pur	Nowrang- Pur	Bus Stand	51.65	50
22	Sambalpur	Sambalpur	Dist. HQ Hospital	11.00	30
23	Boudh	Boudh	Podapada	50.66	50
24	Deogarh	Deogarh	Near SC Building, Ward No :6	39.20	50
25	Baragarh	Baragarh	Near Private Bus Stand	38.48	50
26	Jagatsinghpur	Paradeep	Atharbanki, Abhijit Satyaag Samiti.	12	20
Total				745.08	1196

# To be Functional

Sl No	Name of District	Name of ULB	Location of SUH	Fund released (In Lakhs)	Capacity
1	Nayagarh	Nayagarh	Jadumani Nagar	40.00	50
2	Kendrapara	Kendrapara	Hazari Bagicha, In fron of Ideal Public School, Ward No-12	39.99	50
Total				79.99	100



# Under Construction

SI No	Name of District	Name of ULB	Location of SUH	Fund released (In Lakhs)	Present Stages as on 30.06.2018	Capacity
1	Cuttack	Cuttack	Jagat Pur, Nimpur	32.00	Ground floor under finishing stage. 1st Floor roof to be done.	50
2	Sambalpur	Sambalpur	SMC Premises , Hirakud	31.57	1st floor inside is in furnishing stage.	50
3	Sambalpur	Sambalpur	VSSMS, Burla	31.57	1st Floor completed. Inside plastering of 1st floor is going on.	50
4	Sambalpur	Sambalpur	Matru Mangal Kendra	63.71	Ground Completed. 1st floor wall construction is going on.	100

# Contd...

SI No	Name of District	Name of ULB	Location of SUH	Fund released (In Lakhs)	Present Stages as on 30.06.2018	Capacity
5	Balasore	Balasore	Near Dist HQ Hospital	40.00	Ground floor Roof casting,Plastering, Septic Tank ,Window grill and Iron door and Electrical wearing completed.	50
6	Phulbani	Phulbani	Phulbani New Bus Stand	32.00	1st Floor roof casting to be done.	50
7	Keonjhar - garh	Keonjhar - garh	Near Bus Stand,Krusha k Bazar	32	Building Construction work completed. Portico flooring, Electrical and Water Connection is in progress.	50
8	Bhadrak	Bhadrak	Near Bus Stand (Word No:6)	40.00	1st floor Roof casting is going on.	60

# Contd...

SI No	Name of District	Name of ULB	Location of SUH	Fund released (In Lakhs)	Present Stages as on 30.06.2018	Capacity
9	Gajapati	Paralalkhemundi	New Bus stand	16.00	Foundation Complted. Pillar Construction is going on.	50
10	Bolangir	Bolangir	Kansari Pada, Opposite RI ofiice	16.00	Ground floor roof casting done.Outside Plastering Completed.	52
11	Ganjam	Chikiti	Back side of (Biju Patnaik Kalyan Mandap,Chikiti	0	Work order issued on 16.03.2018.Lay out done. Requested for Fund.	50
12	Kalahandi	Bhawani -Patna	Near Dist HQ Hospital	0	Ground floor Roof Completed. 1st floor roof casting to be done.Night shelter to be converted to SUH.	50

# Contd...

SI No	Name of District	Name of ULB	Location of SUH	Fund released (In Lakhs)	Present Stages as on 30.06.2018	Capacity
13	Angul	Talcher	Talcher near Bus Stand (Rani Park)	16	Newly Sanctioned:Work order issued on 01.02.2018.Roof centering work is going on.Roof casting will be done.	50
14	Subarnapur	Sonepur	Near Ahaara Center Dist HQ Hospital	0	Newly Sanctioned:Work order issued on 12.03.2018.Land cleaned laid foundation.	50
15	Dhenkanal	Dhenkanal	Alasua Haat	0	Land identified and cleaned.Earth work done for pillar construction.	52
Total				350.85		814

# Work Not Started

Sl No	Name of District	Name of ULB	Location of SUH	Fund released (In Lakhs)	Present Stages as on 30.06.2018	Capacity
1	Sundergarh	Rourkela	Rourkela Govt. Hospital Campus	0	Newly Sanctioned: Tendering done. Work order will be issued soon. Requested for fund allotment.	50
2	Ganjam	Bhanjanagar	Near Block Office ,Ward No-6	16	Newly Sanctioned: Foundation stone will be laid down by Minister soon. Tendering not done after release of Fund.Rs.16 00 Lakhs.	50
3	Koraput	Jeypore	Near Ahaara Center Gouda Sahi,	0	Newly Sanctioned: Retendering done 4th time. Letter received from ULB requesting Departmental Construction vide Lt No.4799 dated 06.04.2018.Letter No. 1245 dated 7.4.2018 Issued to Govt to take decision on this issue.	50
4	Jharsuguda	Jharsuguda	Inside Dist. HQ Hospital	0	Newly Sanctioned: Tendering done, L1 final.Work order issued on 29.03.2018.Work not started till date.New CDMO has different opinion on allotted Land.	50
Total				16		200

# Land & Other issues

Sl No	Name of District	Name of ULB	Location of SUH	Fund released (In Lakhs)	Present Stages as on 30.06.2018	Capacity
1	Bolangir	Bolangir	Palace lane, College Road	16.00	Land :Alloted for Working ladies Hostel. Land not handed over by Authority(Collector)	52
2	Ganjam	Sorada	Near Bus Stand	16	Other Issue:Tendering done but stopped by SUDA	50
3	Angul	Angul	Near Bus Stand	16	Land: Dispute work stopped.New land Identified.Collector, Angul issued letter on 20.06.2018 for new land.	50
4	Jajpur	Jajpur	Dist. HQ Hospita	0	Newly Sanctioned:Land issue not finalised .This matter is dellt by Political People. (Chairman & Vice Chairman).	50
Total				48		202

# Workshop Conducted

“One day Orientation –Cum Workshop on Shelter for Urban Homeless(SUH)” conducted on 31<sup>st</sup> October’2017 at 10.30 A.M. in the Conference Hall of SUDA, H & UD Deptt. under the Chairmanship of Commissioner-cum-Secretary , H & UD Department, Govt. of Odisha

