

State Urban Livelihoods Mission, Bihar
Urban Development & Housing Department, Govt. of Bihar

MINUTES – State Level SUH Monitoring Committee –10th MEETING

Date of Meeting : 19th August, 2019
Venue : Conference Room, Vikas Bhawan, Patna.

The 10th meeting of the **State Level SUH Monitoring Committee** was held under the Chairmanship of Shri. Girish Shankar, IAS (Retd.) in the presence of Principal Secretary, Urban Development & Housing Department along with other committee members; Special Secretary and Additional Secretary (UD&HD), representatives of all Municipal Corporations and team members of PMC–NULM. The agenda of the meeting was to discuss progress on the Plan of Action submitted to Honourable Supreme Court and to review the progress made under Shelter for Urban Homeless (SUH) component of DAY-NULM scheme.

Members Present: *As per enclosed attendance sheet.*

Sl. No:	Guidelines of the Hon'ble Supreme Court	Points Discussed	Decisions Taken
1	Making sure that every state government has established sufficient number of homeless shelters and shelter bed in every city or town with a population of more than one lakh of 50 sq.ft. space per person and adequate storage/locker facilities for belongings, beds, toilets and water facilities (drinking and toilet use).	<ul style="list-style-type: none"> • Committee discussed the status of construction of 15 new shelters proposed in Patna. • Committee was informed that work on two of the proposed shelters at Mithapur Bus stand has been started. The Additional Commissioner, PMC informed that the work on two sites would be completed by 20th September 2019 and construction of rest of the SUH will be completed by October 2, 2019. Committee was of the view that cost of SUH was very high. The objective of the scheme was to provide a decent accommodation to the homeless. • Principal Secretary, UDHD suggested that Mr. Tarique and Ms. Dorothy may visit the locations of the new shelters when the construction starts. • Committee was informed that the formal approval of the Project Sanctioning Committee on the proposal of new SUH had not been taken by the Patna Municipal Corporation. The cost of new SUH proposed by the PMC was 	<ul style="list-style-type: none"> • It was observed that the luxurious provisions such as air conditioning, lobby, reception, recreational centres, etc. proposed in the design of shelters being constructed under Patna Nagar Nigam would require huge investment and may not be the optimal use of fund to meet the programme objective. The committee had a viewpoint that constructing such luxurious and expensive shelter would set a wrong precedence, instead efforts should be made to provide decent and dignified services to larger number of people. • Committee instructed PMC to share the details of locations and status of 15 new SUH with UDHD. • It was also observed that unit cost of shelters was not as per DAY-NULM guidelines, therefore, could not be considered as the approved cost of construction of shelters in all other towns is Rs 51.37 Lakh. However, 5

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		<p>discussed and it was observed that the estimated cost of each SUH at Rs. 198.99 Lakh was on the higher side and was not as per guidelines of the DAY-NULM.</p> <ul style="list-style-type: none"> • Additional Commissioner-PMC informed that one of the shelters was built on a private land and the owner of the land has lodged and FIR on PMC. • PMC informed that the NoC of the land was still awaited from the Railways. The MoU with the Danapur DRM office could not be signed due to some amendment that was required in MoU document. 	<p>to 10 percent variation in the said approved cost may be considered.</p> <ul style="list-style-type: none"> • PMC was directed to speed up the process of getting clearance of land from the railway authorities and get the MoU signed.
2	<p>Each shelter should provide for a minimum of 100 persons. Depending upon local conditions two shelters with the capacity of 50 persons each could be constructed.</p>	<ul style="list-style-type: none"> • SULM presented GIS mapped shelters and urban homeless to the Committee. • Committee suggested that rikshaw and cart pullers required more space in SUH to park their vehicles. • Department informed that as per DAY-NULM guidelines, no categorisation of homeless has been done. However, in compliance of the instructions of the Committee in previous meeting, the category of homeless persons was defined and presented to the Committee. Ms. Dorothy suggested that more homeless communities should be created as count of homeless is increasing due to development projects. She also suggested development of rehabilitation policy. • Committee was informed that the android based mobile application was ready and survey could be initiated by next week. 	<ul style="list-style-type: none"> • Re-survey of urban homeless proposed in 12 Nagar Nigams should be done during the night. Nagar Nigams to prepare the survey calendar and share it with the department. • Re-survey should also include details of the operational shelters such as occupancy of shelters, re-survey data of homeless with their count, identified land for the construction of new shelters, proposed shelters, name of roads and landmarks in the maps. • Department to share the KMZ files of city maps with the Nigams for the purpose of planning and plotting homeless population and shelters on city maps.

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3	<p>Ensuring that resource mapping has been undertaken in relation to:</p> <p>a. Existing shelter</p> <p>b. Unutilized or underutilized government buildings that can be possibly redeployed as shelters after suitable refurbishment; and</p> <p>c. Vacant land that are suitable potential sites for new shelters</p>	<ul style="list-style-type: none"> • In case of non-availability of suitable land within the municipal areas, it was suggested in the previous meeting that a policy for renting buildings for establishing shelters for homeless should be prepared. • Department informed the Committee that a model EoI document has been prepared and awaiting approval from the department. 	<ul style="list-style-type: none"> • Committee requested UDHD to finalise model EoI prepared for inviting proposals for renting buildings and share it with ULBs for implementation before the next scheduled meeting. • The Committee felt that hiring of building should be done through a transparent process of open bidding and the maximum permissible rent should be based on Annual Rental Value of the areas as per provisions of the Bihar Municipal Act, 2007.
4	<ul style="list-style-type: none"> • Ensuring that the existing and planned new shelters are located at or close to existing homeless settlements and their livelihood opportunity. 	<ul style="list-style-type: none"> • The mobilisation of the homeless persons to the shelters was deliberated in detail. Committee raised concerns over the method of mobilisation. It was observed that the mobilisation was not being done during the late hours in night. • Though the responsibility of mobilisation of homeless persons lies with the ALO members, they were finding it difficult to move around in the night. • Committee was briefed about the engagement of out-reach workers that were to be done by the department of social welfare. Mr. Tarique informed that 20 outreach workers would be engaged covering 10 districts only. However, these workers could be a support to strengthen the SUH activities, especially mobilisation. Mr. Tarique suggested that the ULBs should seek their support for leveraging benefits of the other schemes being implemented by the social welfare department. • Committee observed that there were huge reserves with department of labour collected as labour cess which could be used to provide shelters and other facilities to the construction 	<ul style="list-style-type: none"> • ALOs running the respective SUH should also appoint a person for the period of six months on temporary basis to patrol the designated areas between 8 P.M. to 12 midnight and mobilise the homeless to the nearest shelter. An honorarium decided by the Department could be paid to them. Payments can be booked under IEC budget. • SUH component of DAY-NULM should be included in the KRA of the outreach workers being engaged by the department of Social Welfare. • Mobilisation of urban homeless should be included in the orientation of outreach workers. Managers engaged under NULM should also be invited to attend a joint orientation program. • Possibility of utilising labour cess collected by the department of labour should be explored for providing shelters to the construction workers.

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		workers/labours. However, the Labour department could not confirm if such funds are available with them and it could be utilised for the said purpose. Labour department informed that the current policies of the department may be explored to initiate such interventions.	
5	Ensuring that shelters are permanent, all weather, day and night shelters with bedding, blankets, mosquito nets, clotheslines and shoe racks first aid medicines.	<ul style="list-style-type: none"> • Mr. Tarique suggested that all the windows of SUH shall be netted from outside to avoid mosquitoes. 	<ul style="list-style-type: none"> • ULBs should be directed to use O&M funds for putting up the mosquito nets on windows of shelters.
6	Ensuring that there are at least 30% shelters set aside for the special vulnerable.	<ul style="list-style-type: none"> • Ms. Dorothy suggested that "Domestic Helper" may be included in the category of homeless. 	<ul style="list-style-type: none"> • "Domestic Helper" may not be categorized as homeless, unless they live on streets.
7	Making sure that there is at least one shelter each designated as a recovery shelter for homeless persons with TB, HIV, AIDS, Cancer, serious illnesses etc.	<ul style="list-style-type: none"> • It was discussed whether the SUH scheme had a provision of exclusive shelters for urban homeless who belong to categories, like single women and their dependents, minor children, old, disabled, family, mentally challenged etc. • Report on health camps organized was presented for 12 ULBs. Officials of the health department present requested to share the letter regarding organizing health camps in operational shelters in ULBs. • Representative of Health Department also requested PMC and the department to arrange for space in the SUH for setting up PHCs. If such space is made available, the cost of infra and equipment would be borne by the Health department. • Health department informed that under NUHM, health camps were being organized in 22 districts. • It was discussed that the media coverage of health camps and such events would help in mobilizing the intended 	<ul style="list-style-type: none"> • Committee directed officials of the health department to organize health camp in every operational shelter once a month. • UD&HD agreed to provide a part of the ground floor of the SUH after reviewing the project proposal and its implementation plan. • The media coverage of the health camps should be done.

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8	<p>Ensuring that there is no kind of requirement for identity proof in any shelter and that no shelter turns away any person desirous of using the shelter on any ground.</p>	<p>population.</p> <ul style="list-style-type: none"> • Mr. Tarique informed that at some SUH, Rs. 15/night was being charged from everyone who wanted to stay at the shelter. He also informed that the display boards placed in the SUH stated that Rs. 15/day was to be charged. This could be one of the reasons why poor urban homeless did not want to stay at these shelters. Department informed that tariff of Rs. 15/day was not mandatory. Only those who could afford to pay such amount should be asked to pay the same. ULBs had been instructed not to charge any money for lodging and ID cards are not mandatory for staying. • Mr. Tarique informed that in Nawada and Sasaram shelters where he visited recently, ALO who were managing the shelters were not properly informed on the charges. They were also not properly informed about the IDs. As a result they charged Rs. 15/day to everyone and also insisted on IDs. • Some of the Municipal Commissioners and representatives of the ULBs informed that in case no charges are taken for staying in the shelter, it could be misused. Others such as students, local traders, etc. may take the advantage and would not pay. • Detailed deliberations were also held on the period for which a homeless person could stay at the shelters. Committee was informed that no timeline has been given in guideline. • Department informed the Committee that training to ULBs and CMM will be provided in this regard. The gap in between ULB, 	<ul style="list-style-type: none"> • Each shelter to maintain the database of surveyed homeless persons. The homeless persons identified through survey should not be required to pay the lodging fee of Rs. 15/day if they are destitutes; whereas non-surveyed/ other registered inmates would be required to pay the lodging fee. • If in case, a homeless / destitute is mobilised and taken to shelter he / she should be registered as homeless in the survey reports of ULB. The details of homeless should also be simultaneously, entered through the android based survey app by City Mission Manager or third party agency. • All SUH to display that the stay of destitutes is free for all the registered/ surveyed homeless only. It should also be displayed that IDs are not required for staying in shelters. • Department should ensure that SMCs and ALOs are informed about the above instructions and its implementation.

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		<p>CMM and ALOs will be filled. ULBs will organise training for ALOs and educate them on DAY-NULM SUH guidelines.</p> <ul style="list-style-type: none"> • Mr. Tarique also suggested that Wall Writing in shelters may not display the lodging charges as mandatory. It should also not display requirement of ID cards for inmates to be submitted to stay in shelters. 	
9	<ul style="list-style-type: none"> • Ensuring that the state government introduced provisions to cover homeless persons with basic entitlements, including, inter alia; • Adhaar cards, • Ration cards (preferably Antyodaya Anna Yojana) • Voter IDs 	<ul style="list-style-type: none"> • Discussions were held on the various provisions available to make the identity cards for the homeless staying in shelters. 	<ul style="list-style-type: none"> • Shelter Management Committee should coordinate with the concerned departments to make voter IDs and Aadhar Cards for the inmates and would be accountable for the same. • Address of the shelter could be mentioned for making voter as well aadhar cards.
10	<ul style="list-style-type: none"> • Ensuring that they have special facilities for women and children. 	<ul style="list-style-type: none"> • It was decided that intensive awareness program should be organised to disseminate facilities about the SUH so as to reach the actual homeless persons. Department informed that out of 30 ULBs, 25 ULBs have put up hoardings and banners to publicise the facilities provided through SUH. Wall painting in all SUH had also been done. Several ULBs also reported to have imitated stated public announcements. • The feedback on why homeless persons were not availing the facilities received through the survey conducted by the ULBs, were presented to the Committee. Following were the major feedback: <ul style="list-style-type: none"> a) Location of the SUH was far from their workplace. b) Beggars were not happy to move to new locations. 	<ul style="list-style-type: none"> • In the next meeting, SULM should present occupancy report of SUH.

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		<ul style="list-style-type: none"> c) Doubts about the facilities and continuity. d) Most of them did not want to risk changing their location. e) Lack of awareness. • The Committee was briefed on reasons why urban homeless were not ready to move to shelters. One of the major reasons was homeless on streets were apprehensive that they might lose their space on the street where they sleep or put up their vending. They also were apprehensive about the government's move which they thought could be a plan to remove encroachment. Some of them thought they could be locked up in SUH. 	
11	<p>Ensuring that minimum staffing requirements are met</p> <ul style="list-style-type: none"> a. One full time manager b. 3 caregivers i.e. one care giver for one shift of 8 hours who are paid minimum wages. 	<ul style="list-style-type: none"> • SULM presented the list of such ULBs where ALO payment was pending. Representatives of such ULBs were asked the reason for non-payment. • The capacity building issue of the ALOs was discussed. It was observed that most of the ALOs lacked capacity to prepare required documents such as UC required for release of grants. • Department informed that the honorarium paid to the ALOs and Operations and Management funds had been separated as per the order of the Principal Secretary, UDHD. This would help in seamless payment of honorarium to ALOs. • Department informed that agencies have been empaneled for capacity building of ALOs. Trainings would start in the month of September 2019. • Committee observed that the agencies empanelled under the CBUD may not be mandated to impart trainings to the level of ALOs. Therefore, department should check the same with MoHUA to ensure that the 	<ul style="list-style-type: none"> • Municipal Commissioner / EOs were directed to ensure regular payment of ALOs. • Training of CMM/CRP/ALOs under CBUD should be explored. • CMMs should be directed give support to ALOs in documentation including preparation of UCs.

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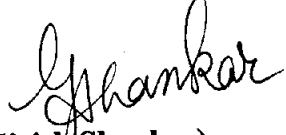
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		<p>empaneled agencies could provide such trainings.</p> <ul style="list-style-type: none"> Mr. Tarique suggested that the staffs operating the SUH are not being paid minimum wages as per rules. The department conveyed as the staffs operating the SUH are being paid honorarium instead of wages; thus, it does not differ from the minimum wage act. 	
12	Making sure monitoring, grievance redressal and audit systems have been established.	<ul style="list-style-type: none"> Committee was informed that the mechanism of establishing GRC had been developed. Final approval by the EC was to be taken. Committee was informed that a Toll Free number had been allotted and will be made operational in next two weeks. 	<ul style="list-style-type: none"> GRC to have 2 levels of escalation; first at the level of an officer designated by the District Magistrate in the district and the second at the level of the officer designated by the Principal Secretary at state level. The notification could be issued by the Principal Secretary, UDHD. The toll free numbers should be widely publicized through news papers and other means.
13	Making sure that state government sets up District and State Level Committees under Chairpersonship of Collector and Chief Secretary respectively and civil society representative.		
14	Submit a quarterly status report to this Hon'ble Court and proposed plan of action for full completion of shelters required as per census or other surveys conducted taking the one with larger numbers.	<ul style="list-style-type: none"> Committee observed that there were delays in sending the monthly monitoring reports to MoHUA. Committee also observed that some of the mails sent by MoHUA were not responded by the UDHD. Department informed that the reports had been sent to MoHUA within the timeframe. However, in future special care would be taken to submit reports timely. For the purpose of effective monitoring of the various aspects of the scheme, it was observed that a checklist/format was imperative. UDHD should have developed such formats to collect and analyse data/information 	<ul style="list-style-type: none"> The progress reports should be submitted to MoHUA as per schedule. Emails of the Team Leader-PMC-NULM to be included in MoHUA's mailing list to ensure all the mails are responded in time. Development of standard format/checklist that should be used for monitoring purpose.

Spoke

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		<p>received from the ULBs.</p> <ul style="list-style-type: none"> • Committee suggested that from next meeting the outcomes should be discussed (qualitative and quantitative report). 	<ul style="list-style-type: none"> • Presentation should focus on progress, status of functional and operational shelters, occupancy, convergence and payment to the ALOs.
15	<p>Ensure that all shelters are permanent and follows accessibility norms for persons with disabilities, the elderly, families with children, etc.</p>	<ul style="list-style-type: none"> • Committee was informed that the ULBs were being regularly followed up to make the new SUH functional. The 8 new shelters would be made operational by the end of September 2019. • Due to some communication error and subsequent communication to the ULBs, the 1st floor of the shelters had been reserved for the female inmates. Committee observed that it should be on the top floor to restrict entry of male inmates. • Committee observed that due to pre-occupation in other important tasks, it was difficult for the Municipal Commissioners to attend the SLSMC meeting. Therefore, they may join the meeting through video conference. • Committee also observed that current design of the SUH was good. However, new designs may also be explored. 	<ul style="list-style-type: none"> • All 8 SUH (whose construction has been completed) to be made operational by the end of September 2019. • Municipal Commissioners and Executive Officer may join the SLSMC next meeting through video conferencing.
16	<p>Others (Social Audit)</p>	<ul style="list-style-type: none"> • Committee was informed that Samajik Ankeshan Society had developed the format for the social audit as per the requirement of the scheme. However, Mr. Tarique observed that some of the indicators which were important to collect the feedback from the inmates were missing. There should be indices to capture the feedback of the inmates on quality and effectiveness of the services provided through the shelters. The social audit should also capture the information from the general public as well as other stakeholders. 	<ul style="list-style-type: none"> • The survey formats should have indices to collect feedback from the inmates as well as other quarters of the society. • Final format to be shared with the Committee Members before finalisation.

Signature

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	Scheduling the next date of meeting.	<ul style="list-style-type: none"> Any changes in the SLSCM meeting dates should be informed to Committee in advance so that they could have enough time to book logistics. 	<ul style="list-style-type: none"> It was decided that the next meeting of the Committee would be held on 23rd September 2019 at 10:30 AM irrespective of the minutes of meeting approved.


(Girish Shankar)
 Chairman,

State Level SUH Monitoring Committee, Bihar

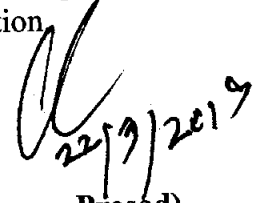
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Dated: 23/09/19

Copy to:-

1. All Members, State Level SUH Monitoring Committee, Bihar.
2. Joint Secretary, Ministry of Housing and Urban Affairs, Govt. of India for information.
3. Principal Secretary, Health Department, GoB for information.
4. Principal Secretary, Social Welfare Department, GoB for information.
5. Principal Secretary, Labour Department, GoB for information.
6. Municipal Commissioner, Patna Municipal Corporation, for information & necessary action.
7. Municipal Commissioners / Executive Officers of all Municipal Corporations / Municipal Council / Municipal Panchayat for information and necessary action.


(Chaitanya Prasad)
 Principal Secretary,
 Urban Development & Housing Department,
 Government of Bihar.

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