

**Government of Bihar**  
**Urban Development & Housing Department**

Letter No. 04/न्या -06/2014/

2664

Dated: 01/11/18

From,

**Mr. Sanjay Kumar**  
Special Secretary cum Director  
Urban Development & Housing Department,  
Government of Bihar

To,

**Mr. Surender Kumar**  
Under Secretary  
Ministry of Housing and Urban Affairs  
Government of India  
Nirman Bhawan, New Delhi- 110 011

**Sub: Submission of Plan of Action for Urban Homeless**

Dear Mr. Kumar:

Please find attached Plan of Action for Urban Homeless prepared as per the order of the Hon'ble Supreme Court for your kind reference and further action.

With regards,

**Encl:** As above

Yours Sincerely,

*[Handwritten Signature]*  
31/10/18

**(Sanjay Kumar)**  
UD&HD, Govt. of Bihar



# **DAY-NULM**

(Deendayal Antyodaya Yojana-National Urban Livelihoods Mission)

## **Plan of Action for Urban Homeless (October 2018)**



**Urban Development and Housing Department  
Government of Bihar**

## Contents

<b>Sl.</b>	<b>Subject</b>	<b>Page Number</b>
1	Background.	1
2	The objectives	2
3	Types of shelters envisaged under the NULM	2
4	The Nodal Agency	2
5	Definitions	3
6	Identification of the Homeless	3
7	Establishment of Shelters	5
8	Linkages and Convergence	9
9	Operation and Management of the Shelters	10
10	Supervision and Monitoring	11
11	The Grievance Redressal System	12
12	Fee and Other Charges	12
13	Sustainability	12
14	Action Plan with Time-Line	13
15	<i>Annexures</i>	

---

**Urban Development and Housing Department  
Government of Bihar**

**Plan of Action for Urban Homeless**

**1. Background**

The Fundamental Rights under the Article 21 of the Constitution guarantees Right to Protection of Life and Personal Liberty. In the pavement dwellers case (OlgaTellis v. Bombay Municipal Corporation), the apex court held that Article 21 of Constitution gives the right to life and gave wide meaning as, “it does not mean merely that life cannot be extinguished or taken away as, for e.g., by imposition and execution of death sentence, except according to procedure established by law.

Article 14 and Article 19: The apex court has included Article 14, 19 and 21 and recognized them as a deciding factor for a dignity of an individual. Accordingly, the states are under an obligation to protect the dignity of an individual by securing a household for the homeless.

In this context, through the intervention of special commissioners in 2010, the issue of homelessness was brought under the purview of the ‘right to food’ case (PUCL v. Union of India and Others) in the Supreme Court of India. The Court ordered that shelters must be sufficient to meet the need of the homeless, in the ratio of at least one shelter per 100,000 population, in every major urban centre. It also stated that shelters should be functional throughout the year for 24 hours, and not as a seasonal facility only during the winters and at night. Currently, the issue of national homelessness is being reviewed by the Supreme Court in another public interest litigation case (E.R. Kumar v. Union of India and Others). Recently, the Court has appointed an independent State Level Committee to review the situation of homeless shelters in the state of Bihar.

The DeendayalAntodayaYojna - National Urban Livelihoods Mission – Scheme of Shelter for Urban Homeless (DAY NULM– SUH) was launched by the Ministry of Housing and Urban Poverty Alleviation in 2014 (Renamed as Ministry of Housing and Urban Affairs). It provided policy direction to the Supreme Court’s orders on homelessness. The Scheme aims to provide permanent shelter and essential services to the urban homeless population in the country. It sets specific norms and standards for the distribution, location, and design of permanent and all-weather shelters for the urban homeless, who presently have no access to shelter or public services such as health, education, food, water, and sanitation. Further, the Scheme specifies that the requirements for vulnerable homeless groups vary, and hence, the nature of the homeless population in a location should dictate the type of shelter to be constructed. There should thus be separate shelters for men, women, families, and special shelters for older persons without care, persons with mental illness, and recovering patients and their families. The Scheme also provides for convergence of service delivery and provision of entitlements including social security, food, education and healthcare, as well as identity proof, address proof, pension, Below Poverty Line (BPL) cards, ration cards, Integrated Child Development Services (ICDS) centres, free legal aid, and admission to government schools and public hospitals for urban homeless residents.

## 2. The objectives

The objectives of the SUH component of the DAY-NULM are as follows:

- Identification of all the points/places, where the urban homeless are found;
- Identification of urban homeless families and population in the city;
- Identification of reasons which lead to homelessness of such identified families/population;
- Ensure availability and access of the urban homeless population to permanent shelters including the basic infrastructure facilities like water supply, sanitation, safety and security;
- Cater to the needs of especially vulnerable segments of the urban homeless like the dependent children, aged, disabled, mentally ill and recovering gravely ill, by creating special sections within homeless shelters and provisioning special service linkages for them;
- Provide access to various entitlements, viz. social security pensions, PDS, ICDS, identity, financial inclusion, education, affordable housing etc. for homeless populations;
- Formulate structures and framework of engagement for development, management and monitoring of shelters and ensuring basic services to homeless families/persons, by state and civil society organizations including homeless collectives.

## 3. Types of shelters envisaged under the NULM are:

1. Men shelters: As the men in number are higher and hence shelters for single men should be built to cater to their needs.
2. Women shelters: In order to secure the homeless women and their children, such shelter homes should be built.
3. Family shelters: Separate family shelters with adequate privacy and separate rooms should be provided.
4. Special shelters: It shall cater to the special needs of the persons such as old persons without care, mentally ill, sick persons, recovering patients and their families and other special circumstances.

## 4. The Nodal Agency

**State Urban Livelihood Mission formed under Urban Development and Housing Department (UD&HD), Govt of Bihar is the Nodal agency** for the implementation of the scheme. It has framed rules/ regulations and issued orders and guidelines to Local Bodies in regard to establishment & management of shelters for homeless and their rehabilitation.

**SULM is responsible for -**

1. Monthly review the implementation of the scheme;
  2. Coordination between various departments for convergence of benefit of Government schemes and programs for urban homeless;
  3. Taking necessary steps and issue guidelines to the ULBs to implement the policy and scheme of homeless under NULM and directions of the Hon'ble Supreme Court/ High Court in regard to homeless people;
-

4. Association and consultation with representatives from civil society which are working in the field, specially for upliftment of destitute, rag pickers, physically disabled and other indigent people;
5. Ensuring that funds are timely allocated to the ULBs for operating & managing the shelter homes.

**5. Definitions**

For the purpose of this Action Plan, a homeless person is he, who, does not have house of his own or cannot afford a house on rent in the city or town where he is stationed and,-

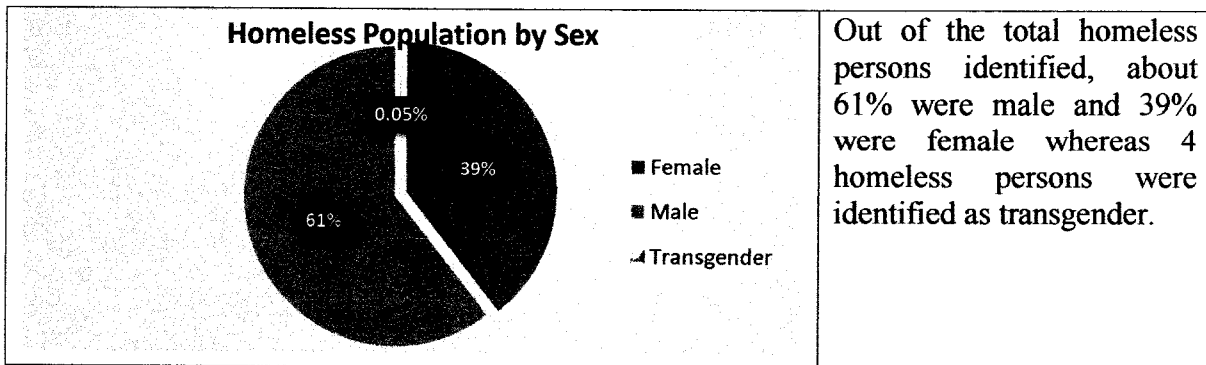
- (i) lives and sleeps on streets and pavements, verandahs, in open vacant places, parks, railway stations, bus stands, in hume pipes, under bridges and other places under open skies;
- (ii) lives at or around tourist places and sleeps there or at places of public worships, wholesale markets, outside, inside or near the construction site, factories, restaurants, dhabas, shops and offices;
- (iii) sleeps on means of livelihood like Rickshaw, Cart (thela) or such other means;
- (iv) lives on various make shift dwellings on private or public land and other common places; and
- (v) those living in shelters and homes

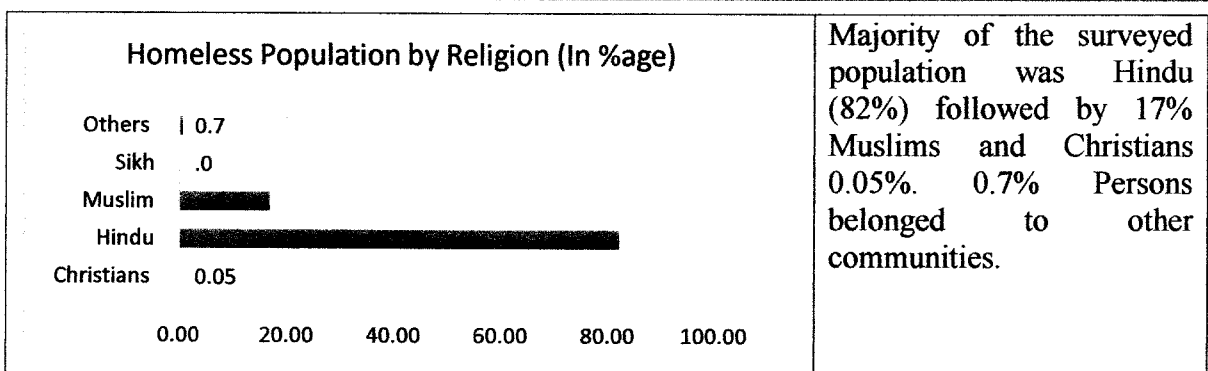
**6. Identification of the Homeless**

Survey of the homeless was conducted during 2017-18 by the Area Level Organizations of the Self-Help Groups. As a result, 12108 homeless persons were identified during in the state. However, the data entry of 8666 homeless persons have been completed and entries for rest of the homeless persons was ongoing at the ULB level. The data collected through the survey was compared with the data collected during the Census 2011 and it was observed that in most of the towns the number of homeless identified during Census 2011 and survey done by ULBs had variations in several towns.

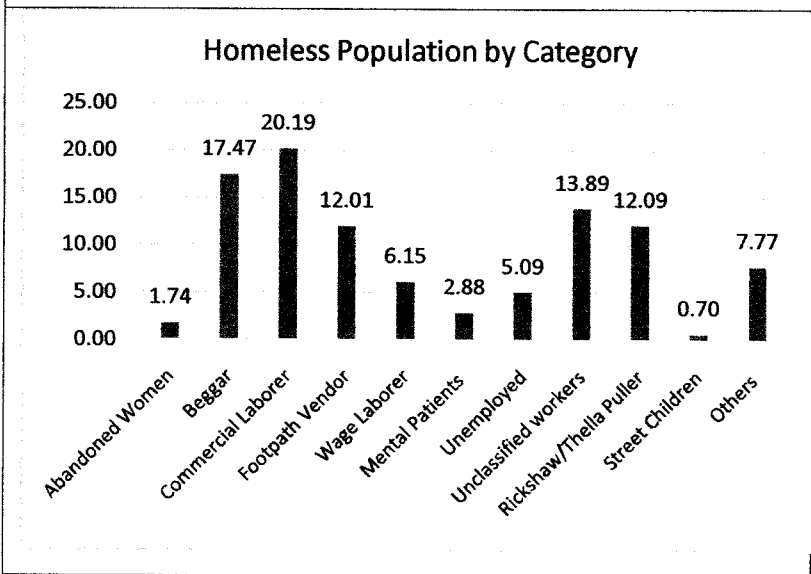
Based on the survey data an analysis has been done to classify the type & nature of the homeless to ensure access to appropriate shelters by the beneficiaries in a time bound plan as per DAY-NULM guidelines and in consultation with stakeholders. A revalidation exercise would be carried out to reassess the number of homeless persons in each town.

A brief profile of the surveyed homeless population is as under:



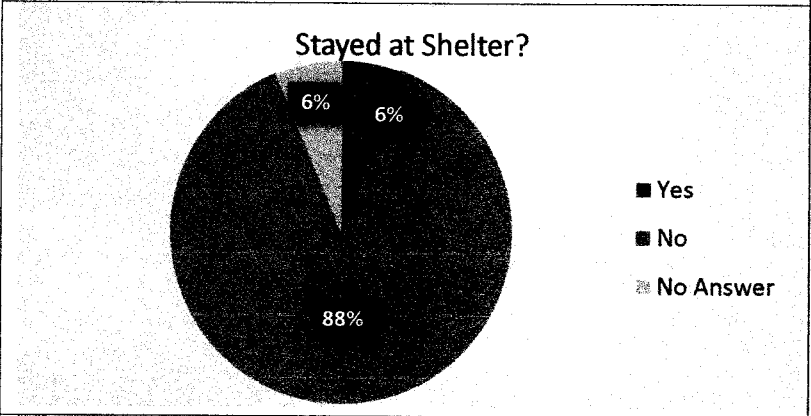


Majority of the surveyed population was Hindu (82%) followed by 17% Muslims and Christians 0.05%. 0.7% Persons belonged to other communities.

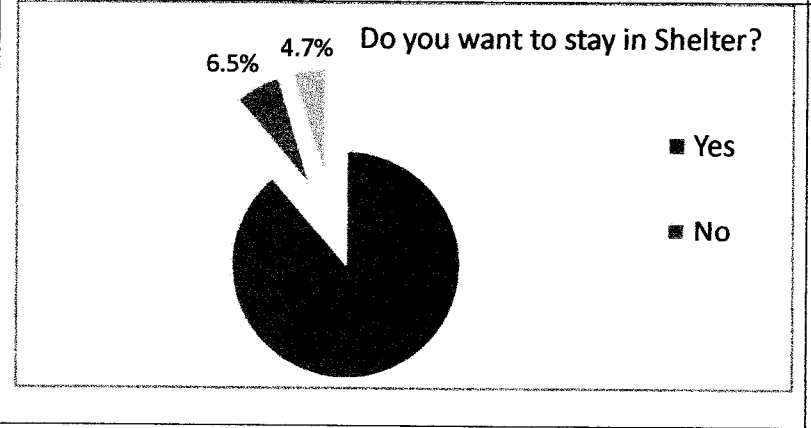


Majority of the homeless persons were Commercial laborers working in shops or markets followed by beggars and Unclassified workers who were engaged in various jobs. However, a large number of mentally challenged (2.88%) and daily wage laborers (6.15%) were also identified.

It was noticed that there were substantial number of deserted women (1.74%) and street children (0.70%) identified during the survey.



When asked whether they had stayed at the Shelter, 88% of the homeless persons said 'No'. However, about 6% said they had availed the services of the Shelter.



An overwhelming majority of the homeless persons welcomed the idea of permanent shelters being offered to them.

(District wise list of the Surveyed Homeless is enclosed as Annexure -1 )

## 7 Establishment of Shelters

The mapping was done by each ULB to locate suitable land or vacant buildings in their respective ULBs. As a result, unutilized lands were identified. However, vacant buildings were not available in any of the towns. Though the availability of suitable land near the concentration of homeless population was difficult, most of the new shelters proposed are located at or close of existing homeless settlements or around the places having conglomeration of homeless persons.

### *a. Construction of New Shelters*

As per the proposals submitted by the ULBs, Department of Urban Development & Housing, Govt. of Bihar has sanctioned construction of 38 new shelter under **DAY-NULM scheme** covering all the 38 district Head Quarters. Besides the sanctioned new Shelters under NULM, department has also sanctioned construction of 10 new shelters under **State Plan Head** for the other 10 cities which were not covered under NULM totalling to construction of 48 new shelter has been sanctioned in the state.

Out of the total number of 48 new Shelters sanctioned by the department, 9 shelters have been made operational. Construction of another 7 new shelters have been completed and will be made operational shortly. Construction work on 9 shelters are near completion while the construction work of 12 shelters are in various stages. Tendering process for construction of two new shelters has been initiated while the No Objection Certificate is awaited from the concerned department for one shelters. Identification of suitable land is in process in 8 ULBs.

During 2018-19, two additional shelters were sanctioned in Saharsa and Madhubani whereas 3 new shelters have been sanctioned in Prio, Maner and Simri Bakhtiyarpur. Department has received proposals for new shelters in Dehri and Forbesganj which are being reviewed by the technical cell.

### *b. Refurbishment of Existing Shelters/Rain Baseras*

With regard to the existing shelters, there were 66 shelters (*rain baseras*) located in 20 towns. All the existing shelters were taken into the fold of DAY-NULM and funds have been released for the refurbishment of the shelters. Of these, 29 shelters are operational. Out of total 66 shelters, 8 have been demolished or proposed to be demolished due to expansion of roads or they were in dilapidated condition and one of the existing shelters has been proposed for demolition. Rest of the 29 shelters are under renovation. Department has allotted funds to 20 ULBs for renovation as well as Operation & Maintenance (O&M) of 58 existing shelters/ Rain Baseras constructed by ULBs under various schemes.

For Operation & Maintenance of the shelters, the department has approved modified budget of Rs. 9.25 Lakh per annum for each 50 bed shelter which includes recurring and non-recurring expenses (FY-2018-19). Earlier it was Rs. 6 Lakhs/shelter.

The State has issued directions/ guidelines to all the local bodies to make provision of shelters for homeless as per the NULM guidelines with regard to locations, nature and type of shelters and operation & management of the same in their respective towns with following minimum area, set of facilities, equipment and necessary items:



- Each shelter will have proper display of legible name boards and the details of services provided in Hindi
- Shelters will provide all appropriate facilities for dignified human living. A space of 50 square feet per person space (for storage and sleep) will be provided in each shelter as per requirements of the DAY-NULM Guidelines
- Common kitchen with/ Gas stove and LPG connection
- Lavatory (separate for Male/Female/differently abled)
- Adequate lighting and ventilation
- Safe drinking water and water for other purposes
- Fans
- Clean bed with cleaned Bedding, quilt/blankets and pillows
- First aid supplies to cover the total population at the shelter
- Lockers for safe keeping of personal belongings
- CCTV Camera

**Table 1: Status on new SUH sanctioned under DAY-NULM**

S. No.	Name of ULB	No. of SUH sanctioned	Status - 2018
1.	Hajipur	1	Operational
2.	Supaul	1	Operational
3.	Arwal	1	Operational
4.	Biharsharif	1	Operational
5.	Sitamarhi	1	Operational
6.	Gaya	1	Operational
7.	Sasaram	1	Operational
8.	Madhepura	1	Operational
9.	Bhabua	1	Operational
10.	Arrah	1	Near Completion
11.	Buxar	1	Construction Completed
12.	Chhapra	1	Construction Completed
13.	Darbhanga	1	Construction Completed
14.	Kishanganj	1	Near Completion
15.	Nawada	1	Near Completion
16.	Purnia	1	Construction Completed
17.	Seikhpura	1	Construction Completed
18.	Araria	1	Near Completion
19.	Jehanabad	1	Construction Completed
20.	Bettiah	1	Near Completion
21.	Bhagalpur	1	Near Completion
22.	Katihar	1	Near Completion
23.	Madhubani	1	Near Completion
24.	Lakhisarai	1	Construction Completed
25.	Jamui	1	Civil works completed upto 3 <sup>rd</sup> floor
26.	Banka	1	Near Completion

S. No.	Name of ULB	No. of SUH sanctioned	Status - 2018
27.	Khagaria	1	Civil works in progress
28.	Muzaffarpur	1	Civil works completed upto 3 <sup>rd</sup> floor
29.	Sheohar	1	Foundation level completed.
30.	Samastipur	1	Civil works in progress
31.	Sasharsa	1	Land dispute resolution stands pending
32.	Aurangabad	1	Suitable land not identified
33.	Begusarai	1	
34.	Gopalganj	1	
35.	Motihari	1	
36.	Munger	1	
37.	Patna	1	
38.	Siwan	1	
	<b>Total</b>	<b>38</b>	

**Note :**

- Construction of all the 16 Shelters where construction has started will be completed by September 2019.
- While 9 new shelter homes are already operational, other 16 shelters will be made operational by October 2019
- Aurangabad, Begusarai, Gopalganj, Motihari, Munger, Patna and Siwan Urban Local Bodies will be instructed to find suitable land or propose alternate sites/buildings for establishing shelters in the town by the end of March, 2018.

**Table 2 : Status on new SUH sanctioned under State Plan Head**

S. No.	Name of ULB	No. of SUH sanctioned	Status -2018
1	Lalganj	1	Construction completed
2	Gogri Jamalpur	1	2nd floor construction completed
3	Warsaliganj	1	Constructed completed up to 1st floor
4	Amarpur	1	Constructed completed up to 1st floor
5	Bodhgaya	1	Tender under process
6	Hawelikharagpur	1	In Retendering process
7	Jhajha	1	Construction work in progress
8	Navgachhiya	1	Constructed up to 1st floor
9	Rajgir	1	NoC from the concerned department pending
10	Sultanganj	1	Completed upto 2nd Floor
	<b>Total</b>	<b>10</b>	

**Note :** Construction of all the 9 Shelters where construction is at different stages will be completed by September 2019.

**Table : Status on Existing SUH taken for O&M**

S. No.	Name of ULB	Existing SUH (O&M)	Status/No.	Remarks
1	Arrah	3	Operational- 3	--
2	Bettiah	1	Operational- 1	--
3	Bhagalpur	7	Operational- 7	--
4	Biharsharif	2	Operational- 2	--
5	Chhapra	1	Ready - 1	MoU with the ALO to be done
6	Darbhanga	2	Operational- 1	One of the Shelters need renovation
7	Gaya	6	Operational- 2 Refurbishment work Completed 1	--
8	Hajipur	1	Operational-1	--
9	Motihari	1	Operational-1	--
10	Muzaffarpur	9	Operational-3	--
11	Patna	16	Operational -3 Refurbishment completed -1 Renovation to be completed-12	--
12	Purnia	2	Operational-2	--
13	Sasharsa	1	To be refurbished-1	Tender published by ULB for refurbishment of Shelter.
14	Siwan	1	Operational- 1	--
15	Danapur	1	Operational- 1	--
16	Begusarai	1	To be refurbished- 1 To be demolished- 1	Tendering for refurbishment is in process.
17	Katihar	1	Refurbishment work Completed- 1	--
18	Munger	2	Refurbishment Completed- 2	--
19	Dehri	1	Refurbishment Completed work-1	--
20	Sheikhpura	1	Functional - 1	Operational
	<b>Total</b>	<b>58</b>		

Note: Rest of the 29 Shelter which are under renovation will be made operational by May 2019.

---

### **Short-Term Plans for Winters**

Winter is a period of severest crisis for homeless people, in that it is directly life-threatening. Therefore, special arrangements will be done by each ULB to ensure that the urban homeless are not left to live in the open during winters. Every Urban Local will have winter plan in place detailing options for shelters which would include emergency transportation, as well as increased outreach and distribution of blankets. This plan would be revised yearly, before the start of the winter season. Additionally, the ULBs would ensure allocation of sufficient funds for winter services. ULBs will be instructed to make appropriate temporary arrangements for additional homeless persons during the winters.

Following facilities will be ensured during winters:

- Bonfire (*Alav*) would be arranged during the nights in each shelter.
- Additional number of blankets will be ensured at each shelter to meet the emergency needs of old and patients.
- Night patrolling in the town to rescue any homeless left to stay under open sky.
- Emergency transportation.
- Emergency medication to be stored the at the shelters.
- Convergence with other departments to ensure facilities provided by them.

### **8. Linkages and Convergence**

Shelters are space for convergence and provisions for various entitlements of social security, food, education, livelihood and housing schemes of the government to ensure that they are no longer homeless. Following facilities will be provided through convergence with other schemes and linkage with appropriate departments or organisations.

- Linkages to PDS for subsidised provisions which will be provided to the shelters catering to the needs of destitute, elderly and children.
  - Birth Certificate / age proof
  - Adhaar card and Caste Certificate
  - Old age, widows, and disability pensions in convergence with line departments
  - BPL identification/ PDS ration cards
  - Electoral cards to ensure their democratic rights are exercised.
  - Bank (Jan-dhan) or post office accounts
  - Access to Anganwadi services /Admission of children in government schools
  - Linkage with other components of the DAY- NULM to ensure that the inmates of the shelter have access to skill training and placement thereafter, bank linkage for credit access under self-employment program, vendors Id cards, membership in Self-help groups and their federations.
  - Linkage to National Urban Health Mission (NUHM)
  - Registration under Ayushman Bharat scheme
  - Pension and social security schemes provided under various state and central schemes.
  - Admission to all public hospitals with free medicines and treatment
  - Free legal aid
-

---

For the purpose of convergence representatives of the line departments were invited to the 4<sup>th</sup> SUH Monitoring Committee Meeting held on October 12, 2018. The scope of convergence was discussed in detail and Department of Health and Department of Family Welfare agreed to explore areas of convergence and do the needful for further actions.

## **9. Operation and Management of the Shelters**

UD&HD, the Nodal Department for implementing the scheme, has decided to involve Area Level Organizations of the women Self Help Groups to take the responsibility of the operations and management of the new as well old shelters. Accordingly, a policy was made by which all ULBs have been instructed to enter into an agreement with the respective ALOs for O&M of the shelters. As per policy, 29 old and 9 new Shelters have been handed over to the ALOs that are managing the shelters.

As per the policy, Area Level Organisations will be responsible for managing day to day operations of the shelter including provision of services and entitlements. Besides operations and management, the women groups are also providing food to the inmates at reasonable rates. ALOs are responsible of engaging care takers and manager for the shelter homes. This has empowered the local women self-help groups not only to take challenges such as managing the shelter homes and services rendered by it but also playing important role in the implementation of the government schemes and programs. Contribution by the ALOs has facilitated improved services and management.

This innovative approach has gained momentum not only in the State but also in other parts of country where other ULBs are willing to replicate the model.

### **9.1 Shelter Management Committees**

At each functional shelters, the Shelter Management Committee (SMC) has been constituted by the concerned Urban Local Bodies. The SMCs are responsible for monitoring of shelter at the local level.

The concerned Corporation/ Council/ Panchayat has constituted Shelter Management Committee (SMC) comprising of the following:-

- (a) Local ward Councillor; (Ward Member)
- (b) Official of the ULB;
- (c) Staff of the shelter Home;
- (d) Representative of the Area Level Organisation of the SHGs;
- (d) Representatives of the inmates of the shelter home

The SMC is responsible for overseeing and supervising the activities of the shelter home on day to day basis. As per the directions from the state, this Committee will hold at least one meeting in a month and record its minutes to be sent to the concerned ULBs.

The Urban Local Bodies through the Area Level Organisations have deployed following whole time staff at each shelter Home:-

- (a) One full time manager;
- (b) Three caregivers- one for every 8 hours;

---

ALOs are maintaining accounts and day to day record of the shelter home besides arranging cleanliness at the place as also maintaining discipline there. The remuneration of the staff is being borne out of amount provided for under the head operation and management (O&M) of shelter created in each city.

The staff of the shelter are maintaining following registers:

- (a) Shelter Home's Assets Inventory Book;
- (b) Accounts Register/Cash Book to monitor day to day expenditure and receipts;
- (c) Attendance Register of persons staying in the shelter;
- (d) Shelter management committee Meeting Register;
- (e) Register of personnel i.e. Register of staff working at the shelter;
- (f) House-keeping and maintenance Register;
- (g) Complaints and suggestion Register.

## 10. Supervision and Monitoring

Following Committees have been formed at various levels to review the DAY-NULM Scheme and its SUH component.

- **State Level Governing Council (GC)** has been constituted under the Chairmanship of Development Commissioner, Bihar vide notification no. 3695 dated 17.08.2015 to supervise and monitor the progress of the DAY-NULM in the State.
- **State Level Executive Council (EC)** has been constituted under the Chairmanship of Development Commissioner, Bihar vide notification no.4220 dated- 29.12.2014 to review the performance of each complement implemented under DAY-NULM.
- **State Level Project Sanctioning Committee (PSC)** has been constituted under the Chairmanship of the Principal Secretary, UD&HD, Bihar vide notification number 2222 dated 08.09.2014.
- At district level **City Level Executive Committees** have been constituted under the Chairmanship of Municipal Commissioners/ Executive Officers in ULB.

In addition to the above, as per the order of Hon'ble Supreme Court a **State Level SUH Monitoring Committee (SLSMC)** has also been constituted vide notification no. 713 dated- 19.03.2018 to supervise and monitor the various aspects of the SUH management mandated by the Hon'ble Court.

Besides above mentioned committees formed to monitor and supervise the progress and management of the shelter homes, the **Monthly Progress Report** on the operation of Shelter Homes is being furnished by the concerned ALOs to the respective ULBs. Any complaints/ suggestions received with regard to shelter home by the inmates is being attended promptly by the Local Bodies.

Every local body has been instructed to make wide publicity of the facility of shelters indicating the places where such shelters are located and install large size Hoardings at prominent places like Railway Stations, Bus Stands, Hospitals and other places where foot fall of people is very high.

Meaningful awareness campaigns and publicity drive using tools such as hoardings, banners and wall writings have already been initiated by the ULBs. Besides publicity

---

exercise, there are ward level campaign with the help of local councillors and other opinion makers to identify homeless persons in their area and mobilising them to the shelters.

### **Social Audit**

Periodic social audit of the Shelters will be carried out by third party intervention. The Rural Development Department, Government of Bihar has formed “Social Audit Society” for conducting social audit of its various programs. The Society is also providing it services to other departments, it required. The services of the “Social Audit Society” constituted under Department of Rural Development may be engaged for conducting social audits of the shelters. Other reputed professional/social and/or academic organisations may also be approached and engaged for Social Audit of the shelters as per requirements.

### **11. The Grievance Redressal System**

- All shelters will maintain a complaint register at the shelter itself wherein residents can record complaints. There will also be a locked box for those who chose to use it for complaints.
- The Shelter Manager will be responsible for ensuring that complaints are redressed within a maximum of 15 days of being recorded. The Shelter Management Committee will ensure the timely redress of complaints.
- If the complaints are not resolved by the SMC, the Officer designated by the Municipal Commissioner / Executive Officers at the city level will take action on the same.
- In case the grievances are not resolved by the officer designated by the ULB, complainant may approach the City Level Executive Committee for redressal.

### **12 Fee and Other Charges**

Since the capital cost of infrastructure for setting up shelter homes will be borne by the Government (state and central) and shall be operated and maintained by the local authorities, a nominal and reasonable levy as user charges by the Urban Local Bodies. The amount so realized will be spent on the maintenance of the facilities at the shelter home. Those who could not afford to pay any charges may be exempt from such levy.

The old, infirm disabled or destitute staying in the shelter homes will be provided food free of charge by the shelter management and arrangements have also been made for subsidized food to other inmates of the shelter homes. Members of the Area Level Organisations have made arrangements for cooking and make it available to the inmates at nominal charges decided in consultation with the ULBs. This would be a voluntary cooperative effort of the inmates and management of the shelter home. Effort will also be made by the SMC to seek support of NGOs and philanthropic bodies in this regard.

### **13 Sustainability**

The Urban Development and Housing Department, Government of Bihar will ensure required financial support to concerned ULBs/departments under consolidated budget provisions under the specific head of DAY-NULM. There would be a detailed budgetary

---

provision for the various activities related to urban homeless as per the guidelines of the DAY- NULM till the Scheme is in implementation.

In case of cessation of the DAY-NULM and subsequent funding under SUH component of the Scheme, other sources of resources will be explored by the state government and/or urban local bodies. Efforts will also be made to make each shelter home self-sustaining through economic activities initiated by the inmates, donations from local as well external sources and inviting supports from the Corporate Social Responsibility funds.

Efforts will also be made to converge with various schemes being implemented by the state as well central governments to leverage resources which would be used to support different activities, full or in part, for operations and maintenance of the shelters.

### Action Plan for the Compliance of the Order of the Hon'ble' Supreme Court

S. No.	Planned Activities / Provisions	Current Status	Way Forward	Comments
1	Identification of Homeless	Survey has been done. As per survey results there were 12108 homeless persons in the state.	Revalidation of the data collected through the third-party survey will be revalidated in the light of variations between survey data and Census data observed in several towns.  As per the final count of homeless persons, the categorization will be done and accordingly shelter needs will be determined.	Will be completed by December 30, 2018
2	There shall be at least one shelter for the population of 1 lakh in each town	As per DAY-NULM guidelines, there is at least one SUH sanctioned in each town having a population of 1 lakh or more. SUH has also been sanctioned at the district headquarters irrespective of population size.  Department has sanctioned total numbers of 38 new SUH in 38 district Head Quarters under DAY-NULM. Department has also sanctioned 10 new shelters under State Plan Head for the other 10 cities having population	As of now one new shelter having 50 bed capacity has been provided in each town. Provision of separate shelters for the categories mentioned will be considered after the analysis of survey results and needs assessment.	Needs assessment will be completed by March, 2019.



S. No.	Planned Activities / Provisions	Current Status	Way Forward	Comments
		<p>of more than 1 Lakh. Accordingly, total numbers of 48 new SUH was sanctioned.</p> <p>Department has allotted funds to 20 ULBs for renovation as well as Operation Maintenance (O&amp;M) of 66 existing shelters/ Rain Baseras during the year 2015-16.</p> <p>Out of 48 sanctioned SUH, total number of 9 SUH has been made operational. Whereas, Construction of other 17 Shelters have been completed and construction of 12 SUH are in progress. For the rest 10 SUH, land identification is in progress.</p>		
3	<p>Build and/or upgrade all shelters with requisite infrastructure of sanitation, clean and potable water, heating and cooling arrangements, and first aid requirements.</p>	<p>Department has sanctioned construction of 48 new shelters having capacity of 50 beds in each shelter.</p> <p>Though all the new shelters sanctioned under NULM and the State Plan have most the facilities, some of the existing shelters do need refurbishment/renovation and other provision as per Guidelines.</p>	<p>The facilities and services required as per guidelines and Hon'ble Supreme Court's order will be ensured in all the operational shelters.</p>	<p>Will be completed by March, 2019</p>
4	<p>Ensuring that resource mapping has been undertaken in relation to:</p> <ul style="list-style-type: none"> <li>a. Existing shelter</li> <li>b. Unutilized or underutilized government buildings that can be redeployed as shelters after</li> </ul>	<p>The mapping was done by each ULB to locate suitable land or vacant buildings in their respective ULBs. As a result, unutilized lands were identified. However, vacant buildings were not available in any of the towns.</p>	<p>On the basis of needs assessment and subsequent demand for new shelters, resource mapping would be carried out by the concerned ULBs.</p>	<p>Will be completed by March, 2019</p>

S. No.	Planned Activities / Provisions	Current Status	Way Forward	Comments
	suitable refurbishment; and c. Vacant land that are suitable potential sites for new shelters			
5	Ensuring that shelters are permanent, all weather, day and night shelters with bedding, blankets, mosquito nets, clothes lines and shoe racks, first aid medicines.	The new shelters sanctioned under NULM are permanent structures.  Provisions have been made for availabilities of all basic amenities like Bed, Coats, blankets, mosquito nets, first aid, CCTV, TV, inverter, water purifier, office chairs and table, fans, lights, locker and kitchen utensils etc. However, some of the facilities are still to be provided in the shelters.	The facilities and services required as per guidelines and Hon'ble Supreme Court's order will be ensured in all the operational shelters.	Will be completed by September, 2019
6	Ensuring that there are at least 30% shelters set aside for the special vulnerable.	As of now shelters have not been categorized on the basis of profiles of the homeless persons in the state.	Special shelters will be created after the needs assessment is completed by March, 2018.	By May, 2019
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.	Recovery shelters have not been established.	Provision of the recovery shelter would made through the convergence with other departments and organizations	
8	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.	There is no provision of ID cards for staying in shelters.	Shelter Management Committees have been instructed not to insist on identity proof	Completed
9	Ensuring that the state government introduced provisions to cover homeless persons with basic entitlements, including, inter alia; a. Adhaar cards,	Department has initiated process of convergence to ensure that the provisions are made available to the inmates.	Meetings with the respective department will be organized to ensure that Adhar Cards, Ration Cards and Voter Ids are provided to the inmates	Will be done by May, 2019

S. No.	Planned Activities / Provisions	Current Status	Way Forward	Comments
	b. Ration cards (preferably Antyodaya Anna Yojana) c. Voter IDs			
10	Ensuring that they have special facilities for women and children.	At present following facilities are being provided to women children: <ul style="list-style-type: none"> <li>• First floor of the all newly operational shelters have been reserved for women and children.</li> <li>• Facilities of separate toilets and washroom have been made.</li> <li>• Children are being linked with the nearest ICDS (Anaganbadi) Centre.</li> </ul>	All other facilities and services such as vaccination, education to the dependents, nutrition, legal aid, etc. will be provided through convergence with other departments and linkage with existing scheme relevant to welfare of women and children.	Will be provided by May, 2019
11	Ensuring that minimum staffing requirements are met 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"> <li>• Provisions of one full time Manager and 3 Caretakers have been made for each operational shelter.</li> <li>• Apart from the above SHG's members are also being involved as a cook / food supplier to the shelters.</li> </ul>	Will be provided as and when new shelters are made operational	-
12	Making sure monitoring, grievance redressal and audit systems have been established.	As per DAY-NULM Guideline, City Level Executive Committee (CLEC) has been constituted at each ULB for overall monitoring and review the progress of all component of DAY-NULM.  At every functional shelter, the Shelter	All shelters will maintain a complaint register at the shelter itself wherein residents can record complaints. There will also be a locked box for those who chose to use it for complaints.  The Shelter Manager will be responsible for ensuring that complaints	Will be established by December 2018

S. No.	Planned Activities / Provisions	Current Status	Way Forward	Comments
		<p>Management Committee (SMC) has been constituted by the concerned Urban Local Bodies. The SMCs are responsible for monitoring of shelter at their local level.</p> <p>The grievance redressal and audit systems are yet to be established.</p>	<p>are redressed within a maximum of 15 days of being recorded.</p> <p>The Shelter Management Committee will ensure the timely redress of complaints.</p> <p>If the complaints are not resolved by the SMC, the Officer designated by the Municipal Commissioner / Executive Officers at the city level will take action on the same.</p> <p>In case the grievances are not resolved by the officer designated by the ULB, complainant may approach the City Level Executive Committee for redressal.</p>	
13	<p>Making sure that state government sets up District and State Level Committees under Chairpersonship of Collector and Chief Secretary respectively and civil society representative.</p>	<p><b>State Level Governing Council (GC)</b> constituted under the Chairmanship of Development Commissioner, Bihar vide notification no. 3695 dated 17.08.2015.</p> <p><b>State Level Executive Council (EC)</b> constituted under the Chairmanship of Development Commissioner, Bihar vide notification no.4220 dated- 29.12.2014.</p> <p><b>State Level Project Sanctioning Committee (PSC)</b> has been constituted under the Chairmanship of the Principal Secretary, UD&amp;HD, Bihar vide notification number 2222 dated 08.09.2014.</p> <p><b>City Level Executive Committees</b> have been</p>	-	-

S. No.	Planned Activities / Provisions	Current Status	Way Forward	Comments
		<p>constituted under the Chairmanship of Municipal Commissioners/ Executive Officers.</p> <p>Besides afore mentioned committees formed by the State, a <b>State Level SUH Monitoring Committee (SLSMC)</b> has been constituted vide notification no. 713 dated- 19.03.2018 as per order of the Hon'ble Supreme Court.</p>		
14	<p>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.</p>	<p>Plan of Action being prepared</p>	<p>Plan of Action be submitted to the Committee.</p>	<p>October 31, 2018</p>
15	<p>Ensure that all shelters are permanent and follows accessibility norms for persons with disabilities, the elderly, families with children, etc.</p>	<p>Though all the shelters are permanent, provision such as ramps for differently able persons, has not been provided in some of the shelters.</p>	<p>Department will ensure accessibility norms for persons with disabilities, the elderly, families with children, etc.</p>	<p>March 31, 2019</p>

**Annexure-1**

The district wise list is provided below:

**Comparative Status of Homeless in the State**

<b>Sl. No</b>	<b>Name of District</b>	<b>Total No. of homeless identified through survey</b>	<b>Total No. of Homeless identified as per Census 2011</b>
1	Araria	432	105
2	Arwal	15	0
3	Aurangabad	65	187
4	Banka	20	13
5	Begusarai	274	402
6	Bhagalpur	364	306
7	Bhojpur	319	313
8	Buxar	95	34
9	Darbhanga	1521	426
10	East Champaran	588	286
11	Gaya	356	1174
12	Gopalganj	235	33
13	Jamui	136	54
14	Jehanabad	78	74
15	KaimurBhabua	60	8
16	Katihar	146	69
17	Khagaria	40	56
18	Kishanganj	151	97
19	Lakhisarai	47	743
20	Madhepura	96	17
21	Madhubani	150	158
22	Munger	321	172
23	Muzaffarpur	310	467
24	Nalanda	335	234
25	Nawada	4	74
26	Patna	1373	5078
27	Purnia	446	285
28	Rohtas	596	467
29	Saharsa	1686	36
30	Samastipur	99	178

Sl. No	Name of District	Total No. of homeless identified through survey	Total No. of Homeless identified as per Census 2011
31	saran	102	123
32	Sheikhpura	224	73
33	Sheohar	30	58
34	Sitamarhi	246	174
35	Siwan	270	121
36	Supaul	61	85
37	Vaishali	312	186
38	West Champaran	505	225
	<b>Total</b>	<b>12108</b>	<b>12591</b>

## Annexure-2

## ULB wise number of homeless identified as per survey conducted by third party

Sl. No.	Name Of ULB's	Total No. of homeless identified through survey
1	Araria Nagar Parishad	65
2	Farbisganj Municipal Council	300
3	Jogbani Nagar Panchayat	67
4	Arwal Nagar Parishad	15
5	Aurangabad Nagar Parishad	43
6	Daudnagar Nagar Panchayat	4
7	Navinagar Nagar Panchayat	0
8	Rafiganj Nagar Panchayat	18
9	Amarpur Nagar Panchayat	7
10	Banka Nagar Panchayat	13
11	Bakhri Nagar Panchayat	12
12	Ballia Nagar Panchayat	22
13	Begusarai Nagar Nigam	234
14	Bihat Municipal Council	6
15	Teghra Nagar Panchayat	0
16	Bhagalpur Nagar Nigam	180
17	Kahalgaon Nagar Panchayat	28
18	Naugachhiya Nagar Panchayat	118
19	Sultanganj Municipal Council	38
20	Arah Nagar Nigam	91
21	Bihyan Nagar Panchayat	25
22	Jagdishpur Nagar Panchayat	70
23	Koilwar Nagar Panchayat	65
24	Piro Nagar Panchayat	68
25	Shahpur Nagar Panchayat	0
26	Buxar Nagar Parishad	43
27	Dumraon Municipal Council	52
28	Benipur Municipal Council	66
29	Darbhanga Nagar Nigam	1455
30	Areraj Nagar Panchayat	102
31	Chakiya Nagar Panchayat	0



Sl. No.	Name Of ULB's	Total No. of homeless identified through survey
32	Dhaka Nagar Panchayat	0
33	Kesaria Nagar Panchayat	0
34	Mehsi Nagar Panchayat	0
35	Motihari Nagar Parishad	262
36	Pakaridayal Nagar Panchayat	0
37	Raxaul Municipal Council	174
38	Sugauli Nagar Panchayat	35
39	Bodhgaya Nagar Panchayat	81
40	Gaya Nagar Nigam	225
41	Sherghati Nagar Panchayat	48
42	Tekari Nagar Panchayat	2
43	Barauli Nagar Panchayat	29
44	Gopalganj Nagar Parishad	92
45	Kataiya Nagar Panchayat	33
46	Mirganj Nagar Panchayat	81
47	Jamui Nagar Parishad	79
48	Jhajha Nagar Panchayat	57
49	Jehanabad Nagar Parishad	68
50	Makhdumpur Nagar Panchayat	10
51	Bhabhua Nagar Parishad	22
52	Mohaniya Nagar Panchayat	38
53	Katihar Nagar Nigam	110
54	Manihari Nagar Panchayat	36
55	GogriJamalpur Nagar Panchayat	0
56	Khagaria Nagar Parishad	40
57	Bahadurganj Nagar Panchayat	0
58	Kishanganj Nagar Parishad	148
59	Thakurganj Nagar Panchayat	3
60	Barahiya Nagar Panchayat	0
61	Lakhisarai Nagar Parishad	47
62	Madhepura Nagar Parishad	43
63	Murliganj Nagar Panchayat	53
64	Ghoghardiha Nagar Panchayat	0
65	Jainagar Nagar Panchayat	0

Sl. No.	Name Of ULB's	Total No. of homeless identified through survey
66	Jhanjharpur Nagar Panchayat	0
67	Madhubani Nagar Parishad	150
68	Haveli Kharagpur Nagar Panchayat	0
69	Jamalpur Nagar Parishad	146
70	Munger Nagar Nigam	175
71	Kanti Nagar Panchayat	0
72	Motipur Nagar Panchayat	49
73	Muzaffarpur Nagar Nigam	250
74	Sahebganj Nagar Panchayat	11
75	Biharsharif Nagar Nigam	263
76	Hilsa Municipal Council	38
77	Islampur Nagar Panchayat	0
78	Rajgir Nagar Panchayat	34
79	Silao Nagar Panchayat	0
80	Hisua Nagar Panchayat	4
81	Nawada Nagar Parishad	0
82	Warsaliganj Nagar Panchayat	0
83	Bakhtiyarpur Nagar Panchayat	76
84	Barh Municipal Council	0
85	Danapur Nagar Parishad	300
86	Fatuha Nagar Panchayat	5
87	Khagaul Municipal Council	62
88	Khushrupur Nagar Panchayat	5
89	Maner Nagar Panchayat	30
90	Masaurhi Municipal Council	11
91	Mokama Municipal Council	21
92	Naubatpur Nagar Panchayat	54
93	Patna Nagar Nigam	780
94	Phulwarisariff Municipal Council	24
95	Vikram Nagar Panchayat	5
96	Purnea Nagar Nigam	110
97	Banmankhi Nagar Panchayat	128
98	Kasba Nagar Panchayat	208
99	Bikramganj Nagar Panchayat	3

Sl. No.	Name Of ULB's	Total No. of homeless identified through survey
100	Dehri Nagar Parishad	85
101	Koath Nagar Panchayat	13
102	Kochas Nagar Panchayat	18
103	Nasriganj Nagar Panchayat	20
104	Nokha Nagar Panchayat	0
105	Sasaram Nagar Parishad	457
106	S. Bakhtiyarpur Nagar Panchayat	105
107	Saharsa Nagar Parishad	1581
108	DalsinghSarai Nagar Panchayat	3
109	Rosera Nagar Panchayat	27
110	Samastipur Nagar Parishad	69
111	Chhapra Nagar Prishad	98
112	Dighwara Nagar Panchayat	0
113	Ekmabazar Nagar Panchayat	0
114	Marhaura Nagar Panchayat	0
115	Parsabazar Nagar Panchayat	0
116	Rivilganj Nagar Panchayat	0
117	Sonpur Nagar Panchayat	4
118	Dumra Nagar Panchayat	0
119	Barbigaha Nagar Panchayat	72
120	Sheikhpura Nagar Parishad	152
121	Sheohar Nagar Panchayat	30
122	Bairgania Nagar Panchayat	0
123	Belsand Nagar Panchayat	0
124	Janakpur Road Nagar Panchayat	0
125	Sitamarhi Nagar Parishad	246
126	Maharajganj Nagar Panchayat	80
127	Mairwan Nagar Panchayat	70
128	Siwan Nagar Parishad	120
129	Birpur Nagar Panchayat	15
130	Nirmali Nagar Panchayat	0
131	Supaul Nagar Parishad	46
132	Hajipur Nagar Parishad	264
133	Lalganj Nagar Panchayat	0

<b>Sl. No.</b>	<b>Name Of ULB's</b>	<b>Total No. of homeless identified through survey</b>
134	Mahnar Nagar Panchayat	48
135	Mahua Nagar Panchayat	0
136	Bagaha Nagar Parishad	38
137	Bettia Nagar Parishad	422
138	Chanpatiya Nagar Panchayat	45
139	Narkatiyaganj Municipal Council	15
140	Ramnagar Nagar Panchayat	0
	<b>Grand Total</b>	<b>12108</b>