

पत्रांक-NULM-PMC/001/SUH/2015-16/PF-1 - 137 /न0वि0एवंआ0वि0

बिहार सरकार
नगर विकास एवं आवास विभाग

प्रेषक,

संयुक्त सचिव-सह-निदेशक,
नगर विकास एवं आवास विभाग।

सेवा में,

सभी नगर आयुक्त, नगर निगम।
नगर कार्यपालक पदाधिकारी,
नगर परिषद, बेतिया, छपरा, दानापुर, डेहरी, हाजीपुर,
मोतीपुर, सहरसा, सासाराम, सिवान।

पटना, दिनांक- 23/12/15

विषय:-

Operation & Management of Shelter House की अनुमोदित मार्गदर्शिका का प्रेषण।

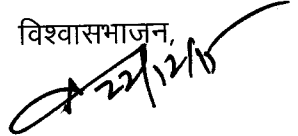
महाशय,

निदेशानुसार उपर्युक्त विषय के संबंध में कहना है कि पूर्व से मौजूद आश्रय स्थल/रैन बसेरा के संचालन, मरम्मत एवं रख-रखाव हेतु अनुमोदित मार्गदर्शिका की प्रति अग्रतर कार्रवाई हेतु प्रेषित की जा रही है।

अतः अनुरोध है कि नगर निकाय में पूर्व से मौजूद आश्रय स्थल/रैन बसेरा को 31.12.15 तक मार्गदर्शिका के अनुसार सभी सुविधाओं सहित संचालित करते हुए प्रतिवेदित किया जाय।

अनु0-यथोक्त।

विश्वासभाजन,


संयुक्त सचिव-सह-निदेशक,
नगर विकास एवं आवास विभाग।

MODEL GUIDELINES FOR THE OPERATION & MANAGEMENT OF SHELTERS:

NORMS AND TYPES OF SHELTERS:

The shelters should be permanent all-weather shelters for the urban homeless. For every one lakh urban population, provisions should be made for permanent community shelters for a minimum of one hundred persons. Depending upon local conditions each shelter could cater to 50 or 100 persons for smaller towns, accordingly, small size shelter should be established.

Some of these shelters may cater to the most vulnerable groups within the homeless populations such as (a) single women and their dependent minor children, (b) aged, (c) infirm, (d) disabled, (e) mentally challenged (f) Rickshaw pullers (g) beggars etc. Actual break-up would depend on local particularities, and size of the city and total numbers of shelters. States/ULBs may consider setting up separate shelters to cater the special needs such as:

- a) Men shelters: Since the proportion of men among homeless is higher separate shelters for men could be built to primarily cater to single working men.
- b) Women shelters: Shelters for the exclusive use of women in terms of its location, design, services and support systems, could be designed to cater to the needs of women and their dependent children. In every ULB, no matter how small the populace, at least one such shelter for women would be constructed.
- c) Family Shelters: For families living on the streets; family shelters may be provided with a special design for privacy, with shared common spaces.
- d) Special Shelters: Taking into account special needs for segments of homeless persons, such as old persons without care, mentally ill, recovering patients and their families etc. special shelters may be provided. However, depending on the need, a shelter may cater to working men, women and family with appropriate spaces demarcated for each of the categories.

LOCATION OF SHELTERS:

Location should be close to homeless concentrations and work sites as far as practicable. They may preferably be located close to the areas where the poorest congregate like railway stations, bus depots, terminals, markets, wholesale mandis (market yards) etc., The location could be decided after mapping the concentration areas where homeless persons reside and work.

FACILITIES AT THE SHELTERS:

The shelters will be permanent, running through out the year. Following facilities/amenities may be provided at the shelters for dignified living:

- a) Well ventilated rooms.
- b) Water arrangements (Potable drinking water and other needs) and sanitation.
- c) Adequate bathing & toilet facilities.
- d) Standard lighting for shelter.
- e) Adequate fire protection measures, as per the norms.
- f) First aid kit.
- g) Pest and vector (mosquito) control

- h) Regular cleaning of blankets, mattresses and sheets, and maintenance of other services.
- i) Common kitchen/cooking space, necessary utensils for cooking and serving, cooking gas connections etc.
- j) Child care facilities for children by linking the shelter to the nearest Anganwadi Centers
- k) Facilitation for convergence with other services/entitlements.

Operations and management of the shelters:

Executive Committee of the SULM in its meeting dated 30.10.2015 have suggested to involve local Area Level Federation (ALF) of SHGs for the Operations & Management of the Shelters. The ULBs may identify an active ALF through a transparent and objective system and engage them for undertaking the O&M of the shelters.

The ALF shall supervise the day-to-day functioning of the Shelter. Each shelter shall have the following full time manpower for looking after daily management, upkeep, cleanliness and discipline at the shelter:

- (i) One full time Manager
- (ii) 3 Caretakers i.e. one Caretaker for one shift of 8 hours.

The staff may be engaged by the Area Level Federation (ALF) responsible for operating the shelters from amongst its members/SHG members. The ALF under whose geographic area, the SUH is located shall have first right. In case of inability ALF of adjoining areas shall be considered by ULB's. For shelters with women inmates, minimum one woman caregiver should be given. The salary cost for the above positions can be included in O&M cost of the project,

The following registers will be maintained at all the Shelters –

- (i) Shelter Asset Inventory Book
- (ii) Accounts Register / Cash Book to monitor day to day expenditure & receipts
- (iii) Attendance Register
- (iv) Shelter Management Committee Meeting Register
- (v) Personnel Register with Salary Payment Details
- (vi) House Keeping & Maintenance Register
- (vii) Complaints and Suggestion Register

Budget for Operation & Management of each shelter:

Amount in Rs.

S.No.	Item	No. Of Units	Unit Cost	Total per Annum
A.	Non recurring Expenditure			
1.	Infrastructure cost (As per annexure-I)	1 Time	2,00,000.00	2,00,000.00

B. Recurring Expenditure				
2.	Honorarium of Manager@ Rs. 5000/- Per Month.	1 Person	60,000.00 per annum	60,000.00
3.	Honorarium to Caretakers @ Rs. 3,500/ each/month	3 person	1,26,000.00	1,26,000.00
4.	Cost of water, power, gas and house keeping	12 months	10,000.00 Per month	1,20,000.00
5.	Cost of food @ Rs. 50/- per head per day (5 person)	12 months	7500.00	90,000.00
C. Miscellaneous Cost				
6.	For purchasing emergency medicines and material of First aid.	--	4,000.00 Per annum	4,000.00
Total Cost (A+B+C)				6,00,000.00

USER FEES:

User fees, if any, will be levied with the objective of improving participation of the residents in operations of the shelter and would be modestly priced. The fund so collected could be utilised for maintenance of the facilities. The following will determine the norms and application of user fees by any implementing authority:

- a) Nominal charges could be collected depending on the income levels of the urban homeless at rates ranging from 1/10 to 1/20 of their income. For those with no payment capacities, total exemption should be granted.
- b) Meals provided at the shelter must be fully subsidized for old, infirm, disabled women and men and all children. For other shelter residents, meals may be provided at subsidized costs as decided by the ALF/ULB.
- c) All residents will be encouraged to offer voluntary services for maintenance of shelter homes including mess facilities, cleanliness, etc. on rotation basis (e.g. half day service per person /week). These norms to be evolved by the shelter manager together with the shelter management committee.

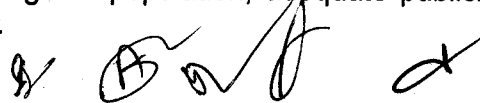
MONITORING AND EVALUATION:

- Under NULM, an Executive Committee under the chairpersonship of the Municipal Commissioner is required to be constituted to manage the affairs of SUH. This EC at the city level will be responsible for review and supervision of the working of shelters with the participation of community representatives, civil society organizations, line departments and elected representatives, etc.
- The ULB/executing agencies shall report quarterly progress of the respective projects in prescribed form, indicating the cumulative achievement up to the end of the quarter under report and key issues in implementation.
- The ULB level will closely monitor progress of activities / targets under this component, undertake reporting and evaluation. The SULM and the ULB/executing agencies shall report timely progress in formats prescribed by the Mission Directorate from time-to-time, indicating the cumulative achievement monthly and up to the end of the quarter and key issues in implementation.

- ULBs will be required to submit their progress reports online and may also use this tool to monitor progress on the ground. In the spirit of proactive disclosure of information and ensuring transparency under NULM, key progress reports under SUSV will also be made available in the public domain in a timely manner. In addition, ULBs would undertake independent quality evaluation for quality checks on projects being implemented. Apart from that, social audit of each shelter should be organised at least once a year.

PUBLICITY OF INFORMATION

In order to ensure that the information about availability of shelters for urban homeless reaches the ultimate beneficiaries, i.e. the targeted population, adequate publicity measures should be taken by the ULB on regular basis.



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Annexure-I

Budget towards Infrastructure of one shelter (50 person capacity)

Amount in Rs.

S. No.	Item	No. Of Units required	Unit Cost	Total Cost
1.	Buckets	10	200.00	2000.00
2.	Jugs	20	25.00	500.00
3.	Drinking Water Drum	01	1000.00	1000.00
4.	Plates	50	50.00	2500.00
5.	Glasses	50	20.00	1000.00
6.	Water Jug	05	100.00	500.00
7.	Iron Cots	50	2000.00	100000.00
8.	Beds with Pillow	50	400.00	20000.00
9.	Bed Spreads	50	100.00	5000.00
10.	Blankets	50	200.00	10000.00
11.	Towels	50	50.00	2500.00
12.	Big Steel Almirah with locker	01	5000.00	5000.00
13.	Utensils (Set)	01	15000.00	15000.00
14.	Television	01	10000.00	10000.00
15.	Water Purifier	01	13000.00	13000.00
16.	Office Table	01	3000.00	3000.00
17.	Chairs	05	400.00	2000.00
18.	Cooking Gas Cylinders 2, Big Stove	01	7000.00	7000.00
Total Amount				200000.00

[Handwritten signatures and marks]