

SHAHJADA BAGH, NIGHT SHELTER'S

CASE STUDY ON SUNDER DEV

VICTORIOUS OR A VICTIM

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1/2/2015

The subject of case study is a homeless person who lives in a night shelter of shajada bagh, Delhi this study shows his various life aspects.

“Everyone has the right to a standard of living adequate for the health and wellbeing of himself and his family, including food, clothing, housing and medical care, and necessary social services”

ARTICLE 25 OF THE UNIVERSAL DECLARATION OF HUMAN RIGHTS

THE PRESENT SCENARIO OF THE NIGHT SHELTERS – THE REALITY

The existing capacity of Delhi's night shelters can accommodate 18,940 people. There are 1.8 lakh homeless unfortunate, comprising 1 percent of the city's total population of 1.8 crore of these homeless, around 60,000 are rickshaw and cart pullers, who live on pavements. The rest of them are migrant laborers', beggars and rag pickers. The estimated population of rickshaw and cart pullers is six lakhs in Delhi and of them around 60,000 is homeless. Of these 257 night shelters, 92 are permanent structures, 112 are porta cabins and 40 are tents. The Delhi development authority operates 11, and 2 are run by the Delhi metro rail corporation. Permanent structures can house 10,087 people porta cabins have a capacity of the DDA structure and DMRC is 545 and 105 respectively.

Ironically, in spite of night shelters having the space to accommodate 18.940 people, data says the maximum number of people who have availed of the facilities is only 11,623. In 92 permanent night shelters, less than half the capacity remained unoccupied central Delhi has 86 night shelters; in Lutyens Delhi there are 27; west Delhi has 34 and south Delhi 10. There are 21 shelters in east Delhi and 10 in north Delhi. In the north east Delhi the number is 12, in North West 13, in south east 22, in the south west 9 and in Shahdara it is 13.

SPYM manages 69 night shelters, Prayas 30, Aashray Adhikar Abhiyan 26; the Rakshak Securities Private Limited operates 22 night shelters. The Women and Child Development Department of Delhi Administration operates only 3 night shelters. The government spends around 1.2 crore a month to operate these shelters and additional 32 lakh per month to provide tea and rusk to the homeless residents. Under the Delhi Master Plan 2021, the city requires 19,37,520 square feet space for night shelters, which amounts to one shelter per one lakh urban population. Delhi Urban Shelter Improvement Board (DUSIB) has only 12.6 percent of the Master Plan Delhi 2021 norms as on date hence, there is a deficiency of 87.4 percent.

In the existing shelters, however the living conditions are claustrophobic and squalid. The occupants, especially of the tents and porta cabins, spend the night huddled together in a tiny space. The NGO operating these night shelters are flouting the norms laid out by the **National Urban Livelihood Homeless Mission's Scheme for Shelters for Homeless (NULM-SUH)**. As per NULM-SUH guidelines. "For all shelters a space of 50 square feet per person will be taken as minimum space to be provided but DUSIB has chosen to ignore them. Only 4,890 homeless people can be accommodated in Delhi shelters according to benchmark of 50 square feet per person as decided by the NULM-SUH. DUSIB claims to cater to 18,940 people. This comes to 16.76 square feet per person.

To manage a single night shelter, the government on an average pays 35000 a month to an NGO. This amount is paid for running and maintenance of the shelters, beds, blankets and morning tea rusks are provided by the government. The cost comes to “9 per person”

In order to streamline the management of the shelters and in light of the problems faced by the homeless during the last winter this year, DUSIB has implemented the concept of a shelter management agency. Cluster of around 20 to 25 contiguous night shelters per defined areas have been awarded to shelter management agencies operated by NGO,s through an open bidding process service level standards and performance standards are prescribed for the agencies to performance DUSIB have identified locations such as the IIT gate flyover, JNU flyover, munirka flyover, vasant vihar area near shani mandir, dwarka flyover, the premises outside hanuman mandir in Connaught place, deen dayal hospital, ghandi market and shahdara railway station where many homeless people are sleeping in the open or under flyovers.

Alarmed by the large number of deaths, **lieutenant governor najeeb jung** has asked to DUSIB set up a call center and a whatsapp group where people can share information and photographs on the application on the dismal conditions of night shelters. He has directed all stakeholders such as DUSIB, deputy commissioners, DJB, DISCOMS, Delhi police and others to operate at ground zero level every night. Two blankets per person, adequate durries and mats have been provided in the night shelters. Drinking water coolers and jugs, clean toilets, including bio toilets at some places and adequate electricity and emergency lights in tents have been provided. DUSIB has provided additional tents under the flyovers and at other vulnerable locations, depending on the needs and have also set up family shelters at places.

But things on the frozen ground remain same with the bodies piling up at government mortuaries. 13 crore was sanctioned by najeeb jung to DUSIB for providing services to the homeless. Around 50,000 blankets were distributed among the poor across the city and appeals went out to citizens to donate clothes and quilts, drawing a strong response.

Ironically several night inspections by the deputy commissioner and Delhi police officials found that a section of the homeless do not want to spend the night in the shelters, since they do not want to move around. The rickshaw and cart pullers sleep in their vehicles fearing that their livelihood might be stolen. Police say many drug addicts prefer pavements, since they will get free blankets to sell. The Delhi police escalated its efforts to help the homeless. Deputy Commissioners with the help of civil defense teams are operating rescue vehicles across the city. They convince people sleeping on the pavements to go and sleep in the migrants who throng to the Delhi as the city of dreams some of them in the end find it the city of death.

THE FIRST INSTANCE – THE MEETING

It is an extraordinary platform which was given to us to interact with people of night shelters whenever we visit any night shelters. It is our priority and duty to talk to every person in night shelter. We try to interact with every person in the night shelter including the employees. Through this we can know the present scenario of the night shelters and problems. It also helps in knowing any pitfall in the facilities given in the night shelter by government.

I am working with AAA (ashray adhikar abhiyan). They are working in this area for a big tenure and its employees are more experienced in this sector than other NGOs. Their basic motto of working is that homeless people have the right to live in peace, dignity and security. Homeless people's rights are violated every single night and day in the city of Delhi. The homeless are often deprived of civic amenities such as water and sanitation; denied access to medical treatment; forced to work for below the minimum wage; face daily beatings and harassment from the police and; compelled to sleep in the open because of inadequate shelters.

The Shajada Bagh night shelter is among the first few night shelters I visited. It is only for men night shelter and situated in Shastri Nagar, industrial area. It is a government commercial multistory building in which 1st floor is occupied by the juvenile correction home, 2nd by police who is involved in the security of the juvenile correction home and 3rd floor is converted into the night shelter where the occupancy of the day was 56. Many of the inmates are daily wagers, rickshaw and cart pullers, rag pickers and beggars but 90 per cent of the inmates of the night shelter are involved in any type of intoxication i.e. alcohol, drugs, smoking etc. when we try to talk to a drunken person they start to make a false story and avoid us but some of them start telling a never ending story and it is really very difficult to understand their views because the all conversation is filled with repeated sentences and anonymous Hindi songs. Sometimes I become the reason for the fight between them so evolving a case story from that kind of group of our society is very difficult. Then I started to manipulate and observe the people in the shelter and I found that some of them are really not influenced or intoxicated.

When I was talking to the people of night shelter a fight between two inmates happened which attracted everyone's attention all of a sudden. In that meantime a man came out like a hero from the mound of blankets. He was **SUNDAR** he took one person in a corner and other to near bathroom. After the fight got over I wished Sundar, he was very decent and cooperating to me. He told me that his full name is Sundar Dev, he is from Hapur U.P. and he is working as a plumber and a daily wager, he told me that he is living in this night shelter for 6-7 months. Then he started introducing the people of the night shelter to me. When I asked him about the problem he faces here he showed me a group of drunkards who were sitting adjacent to toilet wall and were having their dinner and one of them was sleeping and others were nearly asleep they spilled the food in the area and the area was dirty now. He told me that it happens here on a daily basis, they spilled food here someone will go to use toilet he will surely slip over it. It is a daily story of fight among the inmates or with the caretaker. 2nd problem he told me is the water crisis in the shelter he said there is no pipeline in the area for drinking water and a water tanker two times a day and caretaker alone cannot fill the water drunkards cannot help so I took two bottles on my

shoulder. The 3rd problem he showed me is the toilets 5 of the 8 toilets were choked because the drunkard and mischievous elements insert bottles, polybags and clothes into them.

Then I started asking about his personal life then I realized that he can be a good subject for my case study who can give inspiration to other people. He shared some things with me but not much because I was meeting him first time but next day I showed him all my cards and he agreed with me to share his story and he gave his consent on writing his story. Then I recorded his voice in my mobile and converted it into the story in Hindi and I made him read it so that he can check any correction in the story.

VICTIM OR VICTORIOUS – AN OVERVIEW

The subject of my case study is **sunder dev** alias **lovely singh** when I asked him about his two names he replied “that his real name was lovely singh but though I was very beautiful in my childhood everyone started calling me sunder and when I was enrolled in school my father told them my sunder dev but I have some documents on name lovely singh because it was my real name.” he is working as a daily wagger plumber, he also do small plumbing work in night shelter. Sometimes he joins his friends in night shelter who works in marriages and parties. Because the plumber gets work sometimes he does not get work. He haves alcohol but not daily occasionally. He is from a good social background. He had studied intermediate and left his college in his first year due to financial problems because he had 6 sisters and 2 younger brothers then he started his own shop of hardware “BALAJI HARDWARE” which was a hit then he extended the business to “BALAJI ELECTRICALS” but he left everything on the shoulders of his younger brother after death of his wife due to a heart attack and now he is living in shajada bagh, night shelter for men and have a good reputation here among the inmates and employees. The caretakers were also praising him and telling me how he helps them. He likes listening to music, singing songs and watching television. He said he also like to talk to people but now he tries to reserve him from them. He has some principles in life i.e. do not cheat, do not lie.

EK DIN MILKAR BICHAD JAYENGE KAISI DUNIYA KI REET HAI – A **JOURNEY**

Few months ago sunder dev alias lovely singh was working in hardware shop “BALAJI HARDWARE” with a hesitation which was between his mind and heart and now he is living in night shelter of shajadabagh, Delhi due to some unfortunate reasons which is situated at 3rd floor of commercial government building. After 6 sisters he was born in 1978 in a family of mone Punjabi. During 1984 hindu-sikh riots he sacrificed his hairs to save his life and life of his family same as many Sikhs did for saving their life. He told me about his various life aspects as he said his life principle is truth. Born after six sisters lovely singh did his studies till first year of his graduation. When he tells me about the mischievous behavior of his 3 friends including his younger brother he shows a gentle and mischievous smile on his face.

So the question is that if the person is really from that kind of a educated and social background then what was the reason that he is living in shajada bagh’s night shelter. During this I asked the caretakers about the behavior of sunder dev in the night shelter he replied that “he is really a good person seeing the water crisis in the night shelter he helps us in filling the water tanks and in midnight he goes outside of the night shelter in search of homeless people if he finds someone he takes him on his shoulders in the night shelter.”

Sunder dev works as plumber on daily wages sometimes he gets the work and sometimes he does not that’s why he also works as a waiter in outdoor catering which itself is a seasonal work. As far as his stay in night shelter is concerned he was shattered by 3 consecutive tragic incidents by which he derailed from the track of his aim. The first tragedy was his father’s death in 2011 due to natural reasons. A father is person who is friend as well as a pathfinder so imagination of this kind of loss to a person is not less than destruction. 2nd tragedy of his life is the loss of his son who was only 9 year old but the reason this time was the head injury of the child. This both tragedies shook sunder dev from inside as the both incidents are interconnected and they left sunder dev isolated and vulnerable because he lost both relations as a son as well as a father. The big reason for his sadness is that when his son expired he was not near with him he was in Kanpur for some urgent work and he did not seen him alive.

The 3rd and the biggest tragedy of his life was his wife’s death.it was an sharp assault on his heart which shook him physically, socially, psychologically. She died in baghpat in her cousins marriage due to a major cardiac arrest the same thing happened with him again when he heard the news of his wife’s heart attack he was in unnao district for some work, by the time he reached the place he was too late, he not even seen him alive. His eyes were wet when he was telling me his story. He says we live once, we die once and we love once although he got many proposals for second marriage from his own real sister-in-law his family and his 8year old

daughter whose name is pranchi pressurize him but he never accepted the proposal. He has a younger daughter chavi also who is only 2 year old now and lives with his maternal uncle because he has all 4 sons and no daughter. Sunder dev gave his consent to the responsibility of chavi to his brother-in-law because a small child needs a mother and without a woman it is almost impossible to nurture a small child. Though sunder's mother still alive and chavi lives with her in baghpat.

I asked him why and how many types of addictions you do? He said "only alcohol occasionally only to forget all bad memories I have, I drink only to stay happy." His two younger brothers, mother takes care of his daughter pranchi and his BALAJI HARDWARE very well. I asked him to go back and start a new chapter of life with the same zest and I sang a song for him "*kisi ki muskrahto pe ho nisar kisi ka dard mil sake to le udhar kisi ke waste ho tere dil me pyar jeena isi ka naam h*" but he answered me that there is no song like this in my life, there is only one song "*ek din mil ke bichad jayenge kaisi duniya ki reet h*"

NOTE: - This brief story is corrected and a trimmed part the person does not want the discussion of his story very deeply so I trimmed the story according to his consent. He said he do not want to be famous.

Request to DUSIB and AAA:-

Sunder dev is a very good person and has all good qualities like good behavior, leadership and team working. He can have a good successful career and this person needs counseling sessions and I am sure he will be on the track one day.

CHALLENGES IN LIFE OF HOMELESS

Homelessness can often lead to a vicious circle of suffering which gets exaggerated with the question of their identity / or rather the lack of it. This further makes them vulnerable to abuses of many kinds - physical, sexual, and substance abuse is a few of the apparent and visible forms of abuse. The fact that most homeless people are migrants makes it imperative to understand the trends, reasons and outcomes of their decision. The decision which is often based on economic instability, gets further aggravated by the insecurities of living in an “unknown terrorizing city” full of unfamiliar and hostile faces.

In India, the census defines the ‘houseless population’ as the persons who are not living in the ‘census houses’. A ‘census house’ is referred to as a ‘structure with roof’. The enumerators are instructed ‘to take note of the possible place where the homeless population is likely to live such as on the roadside pavements, in Hume pipes, under staircases or in the open temples, platforms and the like. However, the phenomenon of homelessness is not just about lack of housing or accommodation. It is not a purely housing based concept but has significant emotional, social and psychological dimensions as well. Thus, loss of family and community bonds might be central to homelessness. It is this feeling of being ‘not wanted’ that might go unattended even when the measures are taken to address the problem. Personal drug use, familial drug use, family conflict and in some cases family breakdown could also be contributing factors. Poverty is seen as the most influencing factor. Homelessness and poverty are inextricably linked. Poor people are frequently unable to pay for housing, food, child-care, healthcare, and education. Difficult choices must be made when limited resources cover only some of these necessities. Often it is housing, which absorbs a high proportion of income that must be dropped.

The police see drugs and begging as the two inseparable aspects of a homeless person’s life. Very often, they are seen as people who do not want to work and are happy making their living out of begging. Members of the public refer to them in words which have a negative connotation - thief, beggar, criminal, nuisance, problem, social disease, dirt, burden on society and so on. Even the system has not been able to keep itself away from such perceptions. Their appearance becomes key factor for people to dislike them. Since they do not have regular access to the basic facilities, they do not look ‘clean’. Also, many a times, the reason for their dirty appearance is the fact that they do not have more than one set of clothing at a time. Failing to realize that for his situation, more than him, circumstances might be responsible, society makes already hard and troubled life of homeless even more difficult with its biased attitude towards the homeless person.

In most of the places that they come from, social structures are quite rigid and probably that could be one of the reasons for moving out of their homes. To a great extent, the caste system that is very strongly rooted in our villages is responsible for their present state of homelessness. A person from an upper caste background cannot work as labor in his village due to his high social status whereas when he comes to city; he readily works even under somebody who is from a lower caste. It is extremely difficult to ascertain specific reasons for these people leaving their homes. But lack of employment opportunities in the native place and seemingly better options in bigger cities like Delhi is one of the most prominent reasons for out-migration. The economic background of these people is quite poor. Had enough employment opportunities

been present, most of them who are homeless today may not have left home in the first place. Addiction disorders and mental illness have also emerged as the factors leading to homelessness. People who need the care and support of their family get rejected. Such person when faced with negligence feels low and constrained and chooses to move out of home, even if that means living the life of abuse and exploitation on the streets.

Opening of shelters in various locations of the city could be one effective ways of addressing the problem of homelessness. The crux of most of the problems that homeless people face when they live on streets lies in people's perception towards them. Starting shelters presents an opportunity to the general public to interact with the homeless in designated spaces and help change pre-conceived notions about them. The general perception about homeless stems primarily from their instable living patterns and appearance. Living on street, forced to move from one place to other, they have little or no access to bathing, washing and toilet facilities. Without bath and unwashed for days on end produces a repulsive image about them. By opening of more shelters, this situation could be improved. If they begin to appear clean and look 'regular', hostility towards them will reduce. It will also enhance the interaction between the two groups, thus reducing the biases against each other.

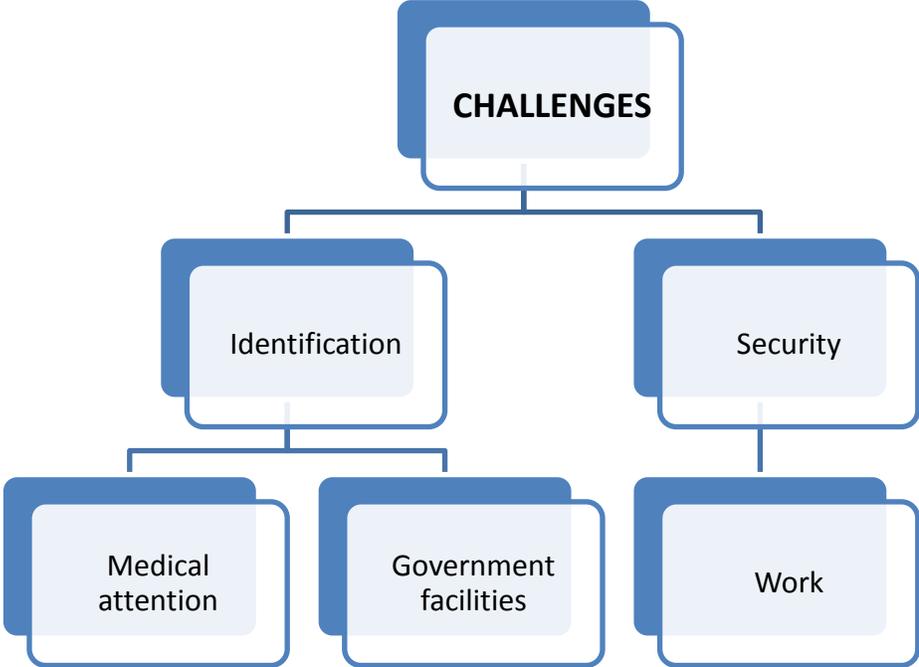
When on street, they have no means to save their money. It either gets stolen or forcefully taken away. But in the shelter, they will have the option of saving some money with the management and even get help in opening bank accounts. Over a period of time, this saved money could help them in moving out of the situation of homelessness. While staying together, groups of people may come together and rent out a room. Also, during their stay in the shelter, they could be made responsible for day-to-day management of the shelter

In case of illness, they have people to look after. This prevents minor ailments from getting worse, as normally happens with the people on streets and prevent them from getting exploited by the local moneylenders. The group can develop a system where the needs of sick person are taken care of by the entire group. This would not be burden on any one person and at the same time, prevent the person himself from going for work in that condition of illness.

Not everyone on the street is an addict or a beggar. But public perception tends towards such biases. The reason for such misconceptions is that the visibility of such person's on the streets is high. Others, who form the majority, work and as such we do not take notice of them. The painter, who is called for white washing work, might be a homeless. The rickshaw puller that everyone sees might be homeless. Many fruits and vegetable sellers are also homeless. Opening of shelters will help remove such biases. People will get to see the larger population of homeless people that work hard like any other responsible person.

Staying in the shelter, as identified, has controlled and minimized the extent of problems, which in turn, has given them opportunities to explore more options. Shelters provide a platform for interactions between the homeless and the police. Stable and fixed accommodation also means less suspicion. Further, people staying in the shelter could be issued Identity Cards. This will enable them to get those jobs, which they do not get due to their homeless status. At present, the number of shelters being run in the city is too less to meet the requirements. Few shelters are started during the winters only. Thus more shelters are required on a permanent basis. Shelters can be instrumental in providing them a platform to change society's perception about them. Shelters have not only reduced the problems that these people face when they are on streets, it has also given them an opportunity to get together and move out of the street life.

Shelters, certainly, are much more than places for night time sleeping. Therefore, serious efforts are required to design and develop these shelters in a manner that they not only fulfill the most basic requirements of an individual but also serve as the ground from where person could begin to plan his life beyond the hostile and unfriendly streets. It was with this objective of assessing the current status of the shelters being run in the city and to identify the areas for improvement and ways to do that, that this study of shelter assessment was carried out.



ASPIRATIONS OF THE HOMELESS

The homeless person on whom I am working is plumber by profession. He had a good social life and a successful career as a hardware shop owner. He has mother, two younger brothers, 6 sisters and 2 daughters. His alder daughter **pranchi** always pressurize him to marry with her maternal aunty who is 18 year old now but he refuses every time by saying “love happens only once” when i asked him about his aim/aspirations he said I made my father proud being a successful person in my sector few years back I want my family to be successful in life and he wants his daughter **pranchi** and **chavi** to study well and become top bureaucrats and a good human being.

In my view it is natural that a person wants his children to study and become successful person in life but I think there are margins in the aspirations of **sunder dev**. I think he should try to move on and accept the proposal of the girl for marriage so that he can get a partner to take care of his daughters and family. The civil society can play a major role in aspiring these types of people by supporting them in various manners

ROLE OF AGENCIES IN NIGHT SHELTERS LIKE POLICE, DUSIB, & NGO's

As we know **DELHI POLICE** department is a very big department with lakhs of employees who works day and night for the safety of people of national capital territory of delhi.as we know that Delhi is not having any political party rule and president's rule is working in Delhi this time. Lieutenant governor najeeb jung is the chief of all departments and he is working sincerely towards the master plan Delhi 2021.This also says that no homeless should sleep on the road.so he directed all government departments and all its top officials to work at ground zero level including Delhi police.

Pointing out the recent spate of road accidents due to drink driving, which led to the deaths of people sleeping on pavements, DUSIB has issued an advisory to NGO, s running night shelters in Delhi to persuade the homeless not to sleep near the main road. DELHI POLICE has also been asked to instruct its field staff to motivate the homeless to use the night shelters

Delhi urban shelter improvement board claimed that with the assistance of Delhi police they have been rescuing 200 homeless people daily on an average and shifting them to night shelters. Delhi police also conducts visits at night shelters for check of unacceptable activities such as drinking in premises, fights, abuse etc. Delhi police might want to play the good Samaritan but the already overworked force are not finding it easy to staff hundreds of homeless in the national capital to shelter homes, from where many are preferring to study away citing crowded conditions and lack of hygiene.

DUSIB (Delhi urban shelter improvement board) has come in existence on 1st April 2010 and a body which functions under government of national capital territory of Delhi. Some slums and JJ departments which was earlier included with MCD (Municipal Corporation of Delhi) then transferred to DUSIB its office situated in vikas bhawan-2 delhi-110054

DUSIB has young and enthusiastic employees they are capable of taking good dicisions.to run the night shelters DUSIB has given contract to NGO,s. DUSIB trying its well so that no homeless sleep on the road. DUSIB is giving very good services to the homeless by providing sufficient blankets, dari, clean bathroom- toilets and tea rusk in morning even television. They also affectively coordinate with other departments such as DJB, Delhi police, DDA etc.

DUSIB runs 60+ permanent night shelters and 80+ temporary night shelters and are involved in activities like rescuing, counseling and medical clinics for the homeless people. DUSIB acts according to the direction of lieutenant governor najeeb jung as there is no political party in government. Thus whichever fund is issued from the government they are responsible to utilize it properly.

NGO, s is the team which is involved in the day to day operations and is responsible for the running and maintenance of the night shelters. There are some aims and objectives of the NGO, s-:

- To empower, strengthen and mobilize the homeless people so that they are able to assert their rights in order to live with honor and dignity.
- To make the homeless people capable of gainful employment.
- To make the citizens and the State recognize that the homeless people, too, have inalienable rights and that it is their responsibility to help the homeless people live with honor and dignity enjoying such rights.
- To provide certain services to the homeless people such as shelters, medical care, clothes, food, legal aid, education to homeless children, etc.

NGO's and professional associates can play very significant role in imparting the laws about prevention and control of homelessness since most of the organization have access at grass root level. Through the NGO's specially trained social workers and the volunteers, mass awareness drives could be initiated .activities of the NGO's in the field will further strengthen the governmental efforts in implementing the laws for homeless people.

SUGGESTION FOR MAXIMIZE REACH OUT SERVICE OF SHELTER

The number of available night shelter in Delhi is 271 including permanent building, porta cabins and tents but it is still not adequate to meet the real need of homelessness. The research says for every one lakh urban population we need a well-equipped night shelter and these shelters should have good hygienic conditions and medical assistance support to homeless people. When we talk about homeless people there is a weak group within them i.e. children and women. The present condition of the women shelters are not good (I visited 2 women shelters the occupancy was very low which means we are not well equipped to mobilize the homeless women.).It is very difficult to imagine a woman surviving on road with her child in the chilly winter. According to AAA (ashray adhikar abhiyan) the 10% homeless are women. We need to prepare well equipped night shelter where the women can stay with their children.

To ensure that adequate shelters become available in the near future we need a comprehensive plan needs to be drawn and adequate resources allocated for this to provide well equipped, permanent shelters following proper space norms not only in big cities but also in the smaller towns special attention should be given to the places where the migration rate is high like the city Delhi resources should be allocated immediately so that the operations in night shelters can start as soon as possible. Good night shelters for the homeless capable of providing good rest and water, sanitation need to be built. The provision of adequate shelters and blankets combined with nutrition and health support should be there.

Civil society groups and citizens should cooperate with government to meet the basic needs of the homeless. Till enough shelters are created, many government and non-government organization can make some of their buildings available as shelters during nights. What citizens should remember, however is that the homeless need an enduring commitment and not just for a few winter weeks. They also suffer from other weather i.e. torrential rains and heat waves.

DUSIB requested to assess the following aspects in the shelters:

- Infrastructure: Space adequacy; building, repair and maintenance; toilets, bathing Places; fans; coolers; ventilation etc.
- Facilities: purified and regular supply of clean drinking water; clean and adequate Beddings, sheets and blankets; lockers; food;
- Hygiene and cleanliness of toilets, bathing places, beddings and overall facility.
- Recreational services: TV, indoor games etc.
- Health services: first aid kit; medicine kit; health camps; de-addiction services; mental Health services
- Miscellaneous services: small savings; post box; livelihood counseling; legal aid; and Other

- Management systems; is there self-management by homeless people; training of Managers and service providers
- Timings: level of flexibility to enter late; possibility of occasional over-stay in Emergency situations like bad weather or illness; whether 24 hour shelters are available in the areas where night-time jobs/labor is huge.
- Usage: average daily attendance; age, gender, livelihood and social profile of the Residents
- User costs
- Satisfaction levels of users

BRIEF PROFILE

GAURAV KUMAR

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QUALIFICATION:

EXAMINATION	BOARD	RESULT	YEAR
BSc. (HHA)	NCHMCT & IGNOU	Persuing	2012-2015
Higher secondary	NIOS	Passed	2012
Secondary	CBSE	Passed	2008

ACHIEVEMENTS:

- Received Certificate Of Appreciation From **“KEMPINSKI AMBIENCE HOTEL”**
- Won Second Prize In Hindi Essay Writing On The **“World Tourism Day”** Celebrated In **IHM-Pusa.**
- Active Volunteer of **“SKRM”** Received **“Certificate of Achievement”** From **SKRM.**
- Participated In **World Skill Competition In Cookery** As A Volunteer.
- Work Experience For More Than A Year As A CSC (Community Sports Coach) In **Magic Bus India Foundation, NGO.**
- Received ‘B’ Certificate With ‘B’ Division From **NCC In 2011.**
- Attended CATC Camp Of **NCC In 2010.**
- Received Certificate Of Participating In **“Common Wealth 2010 Awareness Cycle Rally** **“From NCT Of Delhi.**
- Received **Certificate From Hindi Academy** For Securing 80% Marks In Hindi In Secondary Examination 2008.

KEY SKILLS:

- Cheerful, Friendly Attitude and Highly Disciplined.
- Ability to Multi Task and Handle Miscellaneous Tasks.
- Positive Attitude.
- Good Social and Communication Skills.
- Can Work Well Under Pressure.

LEISURE ACTIVITIES:

- Bodybuilding, Listening To Music.
- Reading Books.
- Exploring Different Markets of Delhi.

PERSONAL DETAILS:

Father's Name : Mr. D.P Singh
Date of Birth : 07-10-1992
Gender : Male
Marital Status : Unmarried
Language Known : Hindi & English

DECLARATION:

I **Gaurav Kumar** Hereby Declare That The Above Information Is True Best Of My Knowledge And I Undertake To Inform Any Modification There Of If Any, In The Future.

DATE:**SIGNATURE****PLACE:**