



दिल्ली शहरी आश्रय सुधार बोर्ड Delhi Urban Shelter Improvement Board



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Social Education and Liberty Foundation
सामाजिक शिक्षा और स्वतंत्रता फाउंडेशन
(A Non-Government Organisation)

HOMELESSNESS AND URBAN POVERTY

(बेघर और शहरी गरीबी)

Pro-poor mobility

(गरीब समर्थक गतिशीलता)

Case Studies

Student Volunteers at DUSIB Night Shelter

Title

Homeless and Urban Poverty mobility: case studies

Year

16.01.2015 to 30.01.2015

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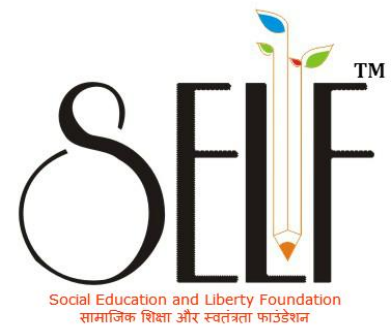
Delhi Urban Shelter Improvement Board (DUSIB), New Delhi

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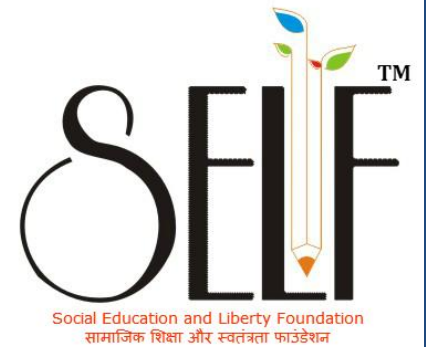
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Preface

The report 'Homelessness and Urban Poverty mobility - case studies' has been prepared by Social Education & Liberty Foundation (SELF) under the Delhi Urban Shelter Improvement Board component of the Delhi Shelter Network for Urban Areas (271). DUSIB was established by the Govt NCT Delhi to promote the design and implementation of urban shelter and mobility-access programmes and projects for the urban poor Delhi. Anchored by DUSIB, the pro-poor mobility component of focuses on Delhi region and aims to generate knowledge and promote exchange of experiences on solutions related to homelessness people mobility. To advance the objectives of DUSIB' focus theme in Delhi, the report brings together a compilation of nearly fifty best practices on homelessness people mobility solutions from across the developing regions of the Delhi. Case studies ranging from provision of improvement of infrastructure and informal pota cabins among others indicate the approach needed to conceive, design and implement homelessness shelter mobility policies, programs and projects. The case studies bring together successful initiatives of infrastructure enhancement, service improvement, technological improvements, regulatory and institutional reforms, innovative approaches and government and community actions, in the field of:

Learning from the experiences of case studies, the report also provides guidelines and principles to be followed for formulation of homelessness & urban poverty peoples and plans at national and city level. The guidelines are expected to aid the policy makers and city planners in design of shelter mobility policies and plans.





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Introduction DUSIB Night Shelter

ABOUT US:

Delhi Urban Shelter Improvement Board functions under the control of Govt. of NCT of Delhi and is primarily functioning under the purview of the DUSIB Act, 2010. This act empowers the DUSIB to notify certain areas as Slums, where with the passage of time, the buildings have become dilapidated and the basic civic services are missing. Apart from this, DUSIB has been also assigned the role of looking after the Jhuggie Jhomprie squatter settlements / clusters by way of provision of civic amenities and their resettlement too.

BRIEF HISTORY:

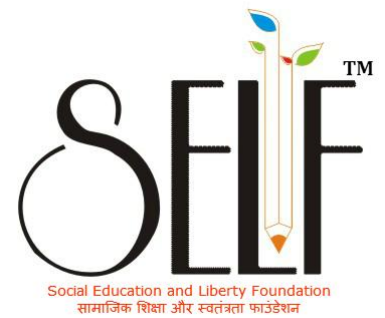
Delhi Urban Shelter Improvement Board has come in existence under Delhi Urban Shelter Improvement Board Act, 2010 which has been passed by the Legislative Assembly of the National Capital Territory of Delhi on the 01st April, 2010 and has come in force by the orders of Hon'ble Lt. Governor of Delhi on 1st July, 2010. The Slum & JJ Department which was earlier part of MCD has now been transferred to this Board. The Slum & JJ Department was not set up under any statute, but as part of the MCD in 1962. The department was entrusted with the work of operating the provisions of Slum Areas (Improvement & Clearance) Act, 1956. In 1967 JJ Wing was transferred to DDA and subsequently, merged with DDA. However, Slum & JJ Department was transferred back & forth from MCD to DDA from 1974 till 1980 and was finally with MCD, since September, 1992.

AIMS & OBJECTIVES:

DUSIB is primarily responsible for improving the quality of the life of Slum & JJ Dwellers in the capital city of Delhi whose population at present is estimated to be 1.40 crores. Quite a substantial chunk of population of about 30 lakh is living in approximately 6 lakh jhuggies whose shelter and social infrastructure inputs are becoming serious and increasing concern of Government. It may be clarified here that no authentic door-to door survey to ascertain the slum population has been conducted by the Deptt. These are just the projected figures of population based on purely rough assessment.

MISSION / VISION:

The main mission of DUSIB is to improve the quality of life of Slum & JJ Dwellers by implementing number of approved plan Schemes on behalf of Delhi Govt. The Slum & JJ Department has now been transferred from MCD to Delhi Urban Shelter Improvement Board, under Delhi Govt. with Hon'ble CM as its Chairperson.



Methodology

A large majority of homeless people sleep on pavements and sidewalks, under ledges of shops and homes, in market corridors, at bus stands and railway stations, and outside places of worship, often in danger of being run over by rash and drunken drivers. In some cities, there seems to be a clear preference among single women to live in shrines, families on pavements and children in bus stands and railway stations

This has begun to change only recently, more than 60 years after Independence, under the watchful eye of the Supreme Court of India. After a series of deaths of homeless persons on Delhi's streets in the winter of 2009 10, the highest court of our land stepped in to enforce the rights of these most marginalized persons to a life with dignity.

Across cities, large numbers of homeless people are routinely rounded up by the police and put into preventive detention, beggars' homes, or are just made to shift out from the places they have made their home. This is usually done to fulfil targets of 'preventive detention' under Sections 109 and 151 of the Criminal Procedure Code, 1973. Homeless people then languish for long periods in jail or beggars' homes, because they are too poor, asset less and lacking in access to legal aid and literacy to secure bail. However, rather than brutalising them, it is possible to include the homeless in citizen efforts to safeguard urban areas. They are familiar with the streets they live in, and could identify any strangers or strange objects placed there and inform the police.

Objectives of the Survey

In order to promote participation of the people living in the homes and a sense of ownership and control over their place of residence, the Shelter Management Committee should constitute from among the regular residents of the shelter, sub- committees for the following:

1. Health and hygiene
2. Food
3. Infrastructure and maintenance
4. Inductions of new residents
5. Discipline



Key Issues/Goals

The Shelter Management Agency responsible for running the shelter, in collaboration with the educational institution that is attached to each shelter, should constitute a Shelter Advisory/Support Committee. This committee should comprise of student and college staff volunteers, volunteers from the local community, members of homeless collectives, civil society members or persons who make donations for the shelter. The committee should provide advice and support for improvement of services in the shelter and assist residents to access individual entitlements including permanent housing and eventual re-integration.

The grievance redressal mechanism. In order to make grievance redress a live mechanism, each shelter should maintain the following records:

1. Shelter Asset Inventory Book
2. Attendance Register
3. SMC Meeting Register
4. Personnel Register with Salary Payment Details
5. Guest Register
6. House Keeping Register
7. Health Register
8. Maintenance Register
9. RHA Audit and Accident Record
10. Complaint and Suggestion Register
11. Monitoring and Audit Register
12. Monthly and Annual Report Record

Data Analysis (Shelter visited)

Table 1. Field Survey Areas Covered in Delhi

West Delhi	South Delhi	Central Delhi	New Delhi*	North Delhi
Patel Nagar	Lajpat Nagar	Karol Bagh	Gole Market	Shakti Nagar
Kirti Nagar	Kotla	Ajmeri Gate	New Delhi	Ashok Vihar
Moti Nagar	Mubarkpur	Pahad Gamj	Railway	Gulabi Bagh
Ramesh Nagar	Shiv Nagar	Prasad Nagar	Station	
Karampura	Defense Colony	Gole Market	(Ajmeri Gate)	
Rajouri Garden		Rajinder Nagar	*Some of the	
Tilak Nagar		Tank Road	places under	
Punjabi Bagh		Punchkuiyan Road	New Delhi	
Raja Garden		Rajendra Place	are classified	
Paschim Vihar			in „Central	
Hari Nagar			Delhi“	
Janakpuri				
Tagore Gar.				

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Analysis of Case

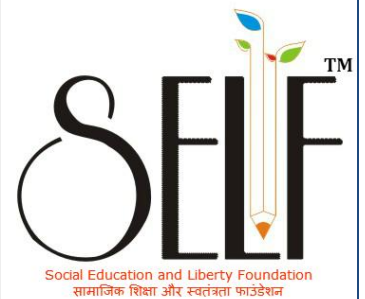
In order to comprehend the context of homelessness in Delhi, we need to examine the government responses to the plight of the homeless. In this second part, I focus mainly on the situation prior to the launch of the mobilization campaign, specifically on the invited spaces for participation which the government provided to DUSIB. This allows us to better understand the developments analysed in the third part of the paper, especially the demands expressed during the campaign for the right to shelter of the homeless and the emergence of modalities of mobilization outside these invited spaces.

Recommendations

- Facilitating self-employment projects for unemployed shelter people (Like-MSME Project).
- Making women self-reliant by providing them opportunities through to reverse.
- The vicious cycle of Low income, low saving & low investment, into a new cycle of .more credit, more investment, more income.

Decision Criteria

- Having spoken with different agencies involved with the shelter homes, police, NGOs Etc. It is quite clear that there is a certain trust deficit between all of them. Inter agency cooperation has tremendous scope for improvement. Passing the buck would harm the ultimate beneficiary.
- The drug culture along with a huge presence of delinquents poses a moral dilemma for the authorities.(STOP) and implement strong rules of shelters.
- Some shelters they don't have a facility for hot water which is making bathing, washing clothes difficult for them.
- Accommodation of old age People in these Night Shelters is a matter of major concern with limited means and health facilities provided here, efforts must be taken to rehabilitate them somewhere else by collaborating with concerned agencies of Govt.

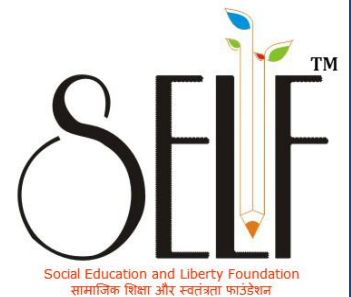


- We are addressing issues of violence, trauma, extreme poverty, and isolation that afflicts homeless people presents ethical and moral challenges to us as social workers and researchers. The roles and responsibilities of shelter and outreach staff are only viable if they are in step with ethical and moral imperatives to work with vulnerable people with dignity and compassion, and without judgment. We routinely experience new dimensions of extreme poverty in the field that test our skills, the limits of our knowledge, and our notions of justice in principle and practice.
- We ask ourselves, “What obstacles do we face to getting this woman the healthcare and rehabilitation she needs?”
- We learn the impacts of injustices faced by homeless people and creating programs to redress those problems on the ground requires a thorough understanding of the short comings in and opportunities for human rights laws and social policies that can legitimately address the neglect that many of these people face in matters of health, shelter, education, and safety.
- We have observed that there are proper separate shelters available in that centre for both men and women. Despite of being sufficient arrangement for blankets and quilts for the ladies and gents, but we could n't find any lady in the shelter. Therefore, we wanted to divert you attention to this matter that these facilities should be shifted to the centre where there is actual need for it. It's our humble request to you to take timely action.

Conclusion

Equally important is the need of social workers and researchers to understand how extremely poor people who have withstood years of abuse and neglect and have had little safety and security in absence of family and government support perceive notions of equality and justice in their own lives as well as notions of hope, self-determination, love, and fear. This is especially relevant to working with homeless people who were born on the streets (or have lived there since childhood), have never had the opportunity to go to school, and have experienced physical, emotional, and mental abuse as a part of daily life. It is essential to understand what ideas such as equality and justice – the foundation of democratic rights discourse — mean to people who live in situations where unnecessary death and violations of the body and freedom of the mind are commonplace. We may find that an extremely poor person's understanding of, or faith in, these principles challenges our own ideas on how to implement healthcare, housing, and employment policies, particularly in the face of frequent life and death calamities. An accurate grasp of the gap between ideals and reality may upset our notions of democratic principles we hold fixed – perhaps it should.

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Predicted Outcome

We really thanks to Delhi Urban Shelter Improvement Board to organized volunteer programmed and we learn so many things thought this campaign. We realized Delhi urban shelter Improvement board its hard job to improve our social activities. Kindly again thanks DUSIB to given us opportunities of explore new life experiences.

Thank You DUSIB



