

**DELHI URBAN SHELTER IMPROVEMENT BOARD**  
**GOVT. OF NCT OF DELHI, I.P.ESTATE, NEW DELHI-110002**

No: F.06/MS/DUSIB/474/87-5510/171D-926

Dt: 01-11-2017

**Circular**

To monitor the functioning of Night Shelters during the ensuing winter season, a Control Room being run by DUSIB has been set up at Room No.35, Punarwas Bhawan, I.P. Estate, New Delhi.

The Control Room will function round the clock under the overall control of Sh. V.P. Jha, Dy. Director(Night Shelter). A computer having Complaint Management System has been installed. Besides, manual recording of complaints will also be done in case computer is not working. Both the systems will run simultaneously.

The main function of the Control Room will be to take down the complaints/reports to be received from various sources like general public, police, NGOs or any other person regarding some homeless sleeping in open. The Control Room will immediately forward this information to the respective SMA/HRC/Rescue Team, S.H.O. of the area concerned to convince and take that person to the nearest Night Shelter. It will also inform the shelter manager of the nearest Night Shelter to make arrangements for receiving that person in the Night Shelter. The areas where the Night Shelters are being managed by Shelter Management Agencies, if any homeless is found sleeping in the open there it shall be the sole responsibility of the SMA concerned to convince, pick up and accommodate the homeless in the nearest Night Shelter.

The telephone numbers and Email Ids of the Control Room are as given below:

- |             |   |                             |
|-------------|---|-----------------------------|
| 1. Landline | : | 011-23378789                |
| 2. Mobile   | : | 8527898295                  |
| 3. Mobile   | : | 8527898296                  |
| 4. Email ID | : | dusibnightshester@gmail.com |

The Control Room will be made functional w.e.f. 15.11.2017.

The Duty Roaster for deployment of staff will be circulated in due course of time.

This issue with the prior approval of the Competent Authority.

  
(R. R. SINGLA)  
DIRECTOR (NIGHT SHELTER)

Copy for information & necessary action to:

1. PS to CEO (DUSIB).
2. PS to Member (Engg./Finance).
3. Chief Engineer- I&II/C.E.-Elect.
4. All SEs.
5. Director(Admn.) for issuance of instructions to Dy. Director(CT) for ensuring arrangement of all necessary infrastructure for the Control Room.
6. All Ex. Engineers(Civil/Elect.).
7. All officials concerned.
8. Office copy.

(R. R. SINGLA)  
DIRECTOR (NIGHT SHELTER)

*Forwarded to  
DD (System) &  
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*DD (System)*

*2/11/17*