

DELHI URBAN SHELTER IMPROVEMENT BOARD  
GOVT. OF NCT OF DELHI

No: F-06/MS/02/213/474/P-f-1/1710-728

Dated: 15/01/18

**CIRCULAR**

In order to monitor the functioning of Night Shelters during the ensuing Winter Season, a Control Room 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)-II. A computer having Complaint Management System has been installed. Besides, manual recording of complaints will also be registered in case computer is not working. Both the system will run simultaneously.

The main function of the Control Room will be to take down the complaints/reports received from various sources like general public, police, NGOs or any other person with regard to the 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 take the homeless person to the nearest Night Shelter. The Care Taker of the nearby Night Shelter will also be informed 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, 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. 19-11-2018.

The Duty Roaster for deployment of staff will be circulated separately.

This issue with the prior approval of the Competent Authority.

**Dy. Director(Night Shelter)-II**

Copy for information to:

1. PS to CEO (DUSIB)
2. PS to Member (Admn./Finance)
3. Chief Engineer- I&II./C.E.-Elect.
4. All SEs.
5. Director (Night Shelter).
6. Director (Admn.) with the request to issue instructions to DD(CT) for providing the all necessary infrastructure for the Control Room.
7. All Ex. Engineers(Civil/Elect.) for necessary action.
8. Dy. Director (System) for uploading on official website.
9. All officials concerned.
10. Office copy.

**Dy. Director(Night Shelter)-II**