

**DELHI URBAN SHELTER IMPROVEMENT BOARD  
GOVT. OF NCT OF DELHI**

No.: F-06/NS/DUSIB/474/Pt. File/2017/D- 648

Dated: 18-11-19

**CIRCULAR**

In order to monitor the functioning of Shelter Homes, a Control Room is already functional at Room No.35, Punarwas Bhawan, I.P. Estate, New Delhi-110002. The Control Room is functional on continuous basis.

The Control Room is functional round the clock under the overall control of Sh. S.K. Thakur, Dy. Director(NS)-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 during Winter Season will be to take down the complains/reports received from various sources like general public, police, SMAs/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 Teams, S.H.O. of the area concerned to take the homeless person to the nearest Shelter Home. The Care Taker of the nearby Shelter Home will also be informed to make arrangements for receiving that person in the Shelter Homes. The areas where the Shelter Homes 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 Shelter Home with the help of Police in case of need.

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

1. Landline : 011-23378789 & 011-23370560
2. Email-ID : dusibnightshelter@gmail.com

This issue with the prior approval of the Competent Authority.

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

Copy to:

1. PS to CEO (DUSIB).
2. PS to Member (Admn./Finance).
3. Member(Expert)-I & II.
4. C.E.-I & II.
5. C.E.-Elect./Night Shelter.
6. All SEs (Civil & Elect.).
7. Director (NS).
8. Dy. Director (Admn.) with the request to issue instruction to AD(CT) for providing the all necessary infrastructure for the Control Room.
9. All Ex Engineers (Civil/Elect.)
- ✓ 10. DD (System) for uploading on official website.
11. All Dy. Directors (NS).
12. All Shelter Management Agencies (SMAs).
13. Office copy.

*Amjendra*  
18-11-2019

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

R-739/00(S45)/2019

6/11/19