

DELHI URBAN SHELTER IMPROVEMENT BOARD
GOVT. OF NCT OF DELHI
OFFICE OF THE DIRECTOR (NIGHT SHELTER)
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No. F-06/NS)/DUSIB/768/2020-21/D-198

Dated: 19.11.2020

Sub:- SOP For Implementation of Winter Action Plan-2020-21 For Providing Shelter Facility To Homeless In DUSIB Shelter Homes:

As regards the subject matter, the following SOP shall be followed by the concerned:

1. The Rescue Operations shall be started by the SMAs in their respective cluster of Shelter Homes wef 20.11.2020 to 15.03.2021 for rescuing homeless people found sleeping in the open spaces/ road berms, to the nearest shelters during night hours between 08:00 PM to 4:00 AM. In case of difficulty in rescuing of any person to the nearest shelter home, the concerned SMA shall seek police assistance also. The Rescue vehicles to be operated by the SMAs for said purpose, shall be GPS device fitted & the record of GPS data of each such vehicle shall be maintained by the SMAs with them.
2. A separate Pagoda Tent temporary shelter to serve as "Isolation Centre" shall be got set up at some suitable location in each cluster wef 01.12.2020 by the DD (NS)-IV in consultation with the concerned SMA. During rescue operations by the SMAs, if any homeless person is detected to be having fever or Covid-like symptoms, he or she will be kept in the "Isolation Centre" and will be shifted next morning to the nearby hospital for the treatment or the normal shelter as per the situation. A separate register shall be maintained by the SMAs at each such "Isolation Centre" for daily data of such persons kept at Isolation Centres.
3. The report of rescued persons as well as those who may refuse to be rescued, shall be sent by all concerned SMAs to the DD (NS)-I at his Mail ID- eeddns1.dusib@gmail.com on daily basis by 9:00 AM and the same after getting compiled by DD (NS)-I with the help of IT section, shall be sent daily to the Director (NS), CE (NS), Member (Admn.) & CEO (DUSIB) by 9:30 AM. The updation of

occupancy data of homeless persons availing shelter facility in shelters as well as food data by the SMAs on DUSIB website, shall be under overall monitoring of DD (NS)-I with the help of IT section

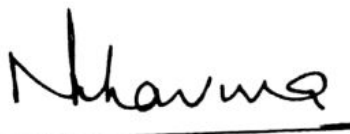
4. The setting up of Pagoda Tents to be used as Temporary Shelter Homes, will be got started by the DD (NS)-IV through the Pagoda Tent agency wef 01.12.2020 onwards in phased manner at locations of concentration of homeless people as per previous years' records and in consultation with the concerned SMAs as per site requirements. The office of concerned EEs (Civil), shall assist the Pagoda Tent Agency in the process of setting up of the Pagoda Tent temporary shelters in their jurisdiction.
5. During setting up of Pagoda Tent temporary shelter homes, concerned EE (Elect) will also be informed by the DD(NS)-IV or his AE (Civil) **(to be posted by the Coordination branch separately)** for installation of toilet cubicles & making them functional at such temporary shelters.
6. On making such temporary shelters in functional condition, the same alongwith the inventories, shall be handed over by the Pagoda Tent Agency immediately to the concerned SMAs in presence of a representative (i.e. AE-Civil) of DD (NS)-IV through a format duly signed by all concerned. Simultaneously, DD (NS)-IV shall inform the DD (NS)-I to issue the allotment letters for the temporary shelters in favour of the SMA of concerned cluster on the same date for the purpose of O & M of the shelter. The concerned SMA shall carry out the O & M of such temporary shelters as per the terms & conditions of existing agreements as well as Covid guidelines issued by the Govts. from time to time including compliance of social distancing protocol etc.
7. The DD (NS)-IV being overall in-charge of work of providing Pagoda Tents at various locations in Delhi, shall supervise the said work with the help of one AE (Civil). The regular inspections of Pagoda Tent temporary shelter homes, shall be carried out by DD (NS)-IV at his level as per the requirement and by his representative (i.e.AE) extensively for checking of proper functional condition of all Pagoda Tent shelters including ensuring fire safety measures. The DFS deptt. will also be pursued by DD (NS)-IV or his AE (Civil) for

inspection of Pagoda Tent shelters by the staff of DFS so as to ensure compliance of fire safety measures at all Pagoda Tent shelters.

8. As per the office order dated 28.09.2020 issued regarding the assignment of duties to DDs (NS), the O & M of clusters of shelter homes pertaining to the SMAs-(i).M/s. SPYM, (ii). M/s. Sadik Masih Medical Social Servant Society & (iii).M/s. Centre For Equity Studies, shall be under strict monitoring of DD (NS)-I and similarly, the O & M of clusters of shelter homes pertaining to the SMAs-(i). M/s. Aashray Adhikar Abhiyan (AAA), (ii). M/s. Safe Approach for Nascent Termination of Social Hazard, (iii).M/s. Prayas & (iv).M/s. Rachna Women's Development Association, shall be under strict monitoring of DD (NS)-IV. Besides O & M of shelter homes, they shall also keep monitoring of compliances of Covid-guidelines being implemented by the SMAs in respective clusters of shelter homes. The assistance of two consultants (i.e. Retd.AEs-Civil) namely Sh.K.M.Goyal & Sh.Virender Singh who are deployed for inspection of shelter homes for checking deficiencies in the functioning of shelter homes i/c food provisions etc., shall remain continued to DD(NS)-I & DD (NS)-IV.
9. During the operation of Winter Action Plan-2020-21 wef 20.11.2020 to 15.03.2021, the deficiencies in the shelter homes related to all civil works shall be got rectified by the concerned EEs (Civil) & those related to the electrical works, shall be got rectified by the concerned EEs (Elect.) directly. The concerned EEs (Civil/Electrical), shall be responsible for ensuring the rectification of civil/ electrical deficiencies in their respective shelter homes in time bound manner and for this purpose, their AEs/JEs/Engg.Interns shall inspect the shelter homes in routine manner & get the related deficiencies attended to on urgent basis as per the need. The SMAs shall also remain in direct contact of the office of concerned EEs (Civil/Elect.) for getting the deficiencies rectified in their shelter homes on priority basis.
10. For any difficulty related to inadequate water supply through tankers by DJB at any of the shelter homes, the concerned SMA shall contact the related Nodal Officer of DJB directly for getting adequate water tankers. In case the matter remains

unresolved, the SMAs shall seek intervention of concerned office of EE (Civil) for getting resolved water supply problems at the shelter homes. The list of Nodal Officers of DJB for said purpose is enclosed.

11. All concerned SMAs shall ensure Display Board affixed at all their shelter homes, having contact mobile numbers of "Central Control Room (CCR)" being operational round the clock at Punarwas Bhawan (i.e.DUSIB Head Office) near ITO, New Delhi, so that the complaints if any from any homeless or public may be received at the "Central Control Room" for redressal through the SMA or other concerned office.



19/11/2020
(N.H.Sharma)
SE/Director(Night Shelter)

Distribution:-

1. Sh.V.S.Verma, DD (NS)-I
2. Sh.K.L.Maurya, DD (NS)-IV
3. All EEs (Civil/Elect.)
4. All Concerned SMAs.

Copy to:-

1. Addl. Chief Secretary (UD), GNCTD for kind information.
2. CEO, DUSIB for kind information.
3. Member (Admn./Engg./Finance) for kind information.
4. Member (Expert-I)-Night Shelter for kind information.
5. Chief Engineer-1
6. Chief Engineer (NS)/CE-2/CE (Coord.)/CE(IT)
7. Chief Engineer (Elect.)
8. All SEs (Civil/Elect.)
9. DD (System/IT) for uploading the SOP on website.
10. Office Copy.