

DELHI URBAN SHELTER IMPROVEMENT BOARD
GOVT. OF NCT OF DELHI
OFFICE OF DY. DIRECTOR NIGHT SHELTER
H-11, Vikas Kutir, I.P. Estate, New Delhi-110002

No.F-06/NS/DUSIB/750/2023-24/D-344

Dated: 08.11.2023

Competent Authority has approved "**Winter Action Plan 2023-24**" for its notification; accordingly, the same is being notified for necessary action by all concerned.

All concerned


Dy. Director(NS)

Deputy Director (Night Shelter)
Delhi Urban Shelter Improvement Board
Vikas Kutir, I.P. Estate, New Delhi-110002

DELHI URBAN SHELTER IMPROVEMENT BOARD

GOVT. OF NCT OF DELHI

Punarwas Bhawan, I.P. Estate, New Delhi-110002.

WINTER ACTION PLAN 2023-24

For DUSIB SHELTER HOMES

b) SMA

Subject:- Winter Action Plan 2023-24 for DUSIB Shelter Homes for Homeless People.

Presently, "Delhi Urban Shelter Improvement Board (DUSIB)", an independent department under "Govt. of NCT of Delhi", has been operating & managing approx. 197 "Shelter Homes" at various locations in Delhi on 24 hours basis, with capacity of 7092 persons through "Shelter Management Agencies (SMAs)". Out of 197, 82 Shelter Homes are operational in RCC buildings, 115 Shelter Homes in Porta-Cabin Structures throughout the year. During the current Winter Action Plan, about 200-250 Shelter Homes in Pagoda Tents will be set up on temporary basis at locations of concentration of homeless people latest by 01.12.2023 or even prior to that thus increasing the capacity further by 2000 persons and reaching total capacity to more than 9000 persons, as the number of homeless people during the winter season are likely to increase. These Shelter Homes are being operated & managed by DUSIB with the funds allocated under one of the planned schemes of Delhi Govt.

This year, the "Winter Action Plan" shall remain operative w.e.f. 15.11.2023 to 15.03.2024 for providing shelter facilities to all homeless persons. During the winter season, the role of Shelter Homes becomes more vital / critical to save the life of homeless people from the severe cold. The Winter Action Plan 2023-24 will be implemented to ensure comfortable shelter facility to all homeless people during the coming winter season. The components of winter action plan 2023-24 are as follows:-

a) Capacity Enhancement:-

As mentioned above, there are 195 DUSIB Shelter Homes, which are functional in Delhi at present with a total capacity of 7092 persons. DUSIB has planned to set up about 200-250 Pagoda tents of water Proof & Fire-Retardant type at required locations additionally in the year 2023-24 to accommodate further about 2000 people on potential sites of high concentration to meet the increased demand for shelters during winter. Additional tents shall further be installed, if required in this winter, based on the requirement of shelters.

b) SMAs' Rescue Teams:-

All SMAs/NGOs have formed Rescue Teams & started to rescue the homeless people lying on the roadside or open spaces/parks from 10 PM to 4 AM every day during the winter season. Each rescue team is equipped with one vehicle, driver and two attendants. Rescue teams remain operational within the jurisdictional area of respective SMA's/NGO's. Immediately after receiving the information from DUSIB control room or from other sources, rescue team responds to pick up the homeless person from the identified location and take them to nearby shelter or hospital as per requirement. A total of 16 Rescue Teams have been formed for the winter season 2023-24 to rescue the homeless people in Delhi. During the Inter-departmental meeting held under the Chairmanship of Hon'ble Minister, UD, GNCTD on dated 29.10.2021, it has been decided that the Police Department shall ensure the homeless people shifted from the roadside/berms or open spaces to the nearby Shelter Home through the said Rescue Team.

c) Monitoring system:-

The various stages of monitoring system established to monitor the winter action plan, are as under:-

- I. The Joint Apex Advisory Committee (JAAC) headed by CEO, DUSIB is initial stage, which includes the Executive Members of DUSIB, representatives of SMAs/NGOs Nodal officers of all the coordinating agencies like DJB, Health Department, Municipal Corporations, Police etc. The main function of the JAAC through conducting meetings, is to ensure better inter Departmental Coordination among all the departments to ensure necessary civic amenities for homeless people in the shelter homes for the successful implementation of the winter action plan.
- II. The Supreme Court Monitoring Committee, headed by the Chairman- Sh. Ramesh Negi (Retd. IAS) is another stage for monitoring the progress of shelters for the homeless people

through holding meetings at regular intervals with concerned stakeholders.

- III. The Divisional Executive Engineers (Civil/Elect.) regularly check the upkeep and day to day maintenance of Shelter Homes. The departmental teams comprising officials of DUSIB are also making regular inspections of Shelter homes to check the deficient facilities so that same can be improved for the homeless people residing in there.

d) Control Room:-

A centralized Control Room with dedicated staff, is functional at Punarwas Bhawan, I.P. Estate, New Delhi to monitor and assist the SMAs' Rescue Teams for rescue of the homeless people sleeping in the open or roadside to nearby Shelter Home during the winter season. The said Control room receives complaints/information 24x7 through dedicated help line, mobile App and from other sources. As soon as, it receives information about the homeless person lying along the road side, the information is passed on to the concerned rescue teams to rescue the homeless person and shift him/her to the nearby shelters or to the hospitals as per the need. The Control Room Toll Free No. is 14461 (Five Digit), Landline No:- 011-23378789 & 011-23370560 Whatsapp No- 9871013284, Email-Id:- dusibnightshelter@gmail.com.

e) Mobile App:-

Mobile App-"Rain Basera" to track and rescue the homeless person has been made operational, which can be downloaded from Google Play Store. Any person who comes across a homeless person lying/residing along the roadside can simply click a photograph in his/her smart phone and submit it to central control room. The central control room automatically locates the sender/homeless person through GPS and informs the rescue teams to rescue the homeless person. The mobile app also helpful to track the status of the complaints and action taken on the complaints.

f) Awareness campaigns:-

Awareness campaigns will be launched within next 15 days through media advertisements, NGO's etc. to create awareness about the location of the DUSIB Shelter Homes, facilities available, functioning of rescue teams etc. so that maximum homeless people can avail Shelter Facilities during the winter season.

g) Repair and Maintenance of Shelter Homes:-

Concerned Engineering Divisions have been asked to carry out major repair works by 15.11.2023. The SMAs, will look after the day to day maintenance works to ensure that the facilities at the shelters are provided in proper manner during the entire season 2023-24 without any disruption and shall seek assistance from concerned Engineering Division in case of any maintenance issue arises.

h) Co-ordination:-

DUSIB has started coordination with Health department, DJB, Municipal Corporations of Delhi and other civic agencies so as to ensure the availability of basic amenities to the homeless people residing in the night shelters.

General Functioning of Shelter Homes:-

In order to make smooth functioning of these Shelter Homes for the use of homeless people in Delhi, the following procedure is adopted :-

- i. A Homeless can approach to any nearby Shelter Home as per his/her wish to avail shelter facility.
- ii. On reaching the Shelter Home, he/she contacts the "Caretaker" available at that Shelter Home with the intention to avail shelter facility.
- iii. The Caretaker shows the place (or cot as per availability) to the homeless person for taking rest/shelter/ stay and issue him/ her the blankets (during winter season) as per the need.

- iv. The Caretaker allows use of facilities available at the Shelter Home to all persons, which includes Television, Drinking Water, Toilet Facility, Lockers for belongings (where-ever available), Complaint Box, First Aid Box etc. & nothing is charged for availing said facilities.
- v. The Caretaker remain available in each shift of 8 hours at each Shelter Shelter and a women security guard in each shift at each women Shelter Home.

Facilities Provided:-

- Durries, Mattresses, Bed-sheet, Pillow & Blankets
- Locker facility for keeping belongings (as per availability)
- Electricity/Lighting arrangements
- Drinking water
- Toilet facility
- Bathing facility (wherever available)
- Television
- Air Coolers in summer season
- Hot water in winter season (wherever available)

Categories of Shelter Homes being operated by DUSIB:-

- i. General Shelter Homes(For Gents)
- ii. Children Shelter Homes.
- iii. Shelter for Disabled persons.
- iv. Women Shelter Homes.
- v. Family Shelter Homes.
- vi. Shelters for Drug Addicts.
- vii. Recovery Shelters for patients who need recovery/care after being discharged from the Hospitals.


Director (NS)

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