

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

**STANDARD OPERATING PROCEDURES**

**FOR  
DONATIONS  
IN  
SHELTER HOMES OF DUSIB**

## **CONTENTS OF THE STANDARD OF PROCEDURE (S.O.P)**

<b><u>S.No.</u></b>	<b><u>Description</u></b>	<b><u>Page No.</u></b>
1.	INTRODUCTION .....	3
2.	ABOUT DUSIB .....	4 to 7
3.	EXECUTIVE SUMMARY OF THE S.O.P .....	8
4.	MANAGEMENT OF UNSOLICITED DONATIONS .....	9
5.	AWARENESS PROGRAM .....	9
6.	ROLE & FUNCTIONS .....	10
7.	CONTACT DETAILS .....	10
8.	UNDERTAKING .....	11

## **INTRODUCTION**

Donation activity operations necessarily consist of many diverse processes. These processes are broadly classified based on the nature of the essential functions they help perform. This document presents the Standard Operating Procedures (SOPs) relating to Donations like mattresses, blankets, durries, food, etc. for the homeless/ inmates of Shelter Homes of DUSIB.

A SOP is a set of instructions, covering those features of the Donations that can be standardized without loss of effectiveness. SOPs are detailed written instructions on step to take and decisions to make at different stages in carrying out a task, creating a procedural infrastructure to ensure consistent. If SOPs are correctly drawn this consistency assures on quality and compliance issues.

For developing the SOPs for any function one function one needs to understand all activities forming parts of that function; how those activities are undertaken; and by whom. Those who undertake the activities are the functionaries who will be using the SOP. Their input on how the job should be performed give an essential perspective as it also incorporates the confines of the regulatory environment.

The SOPs start with the key objective of the DONATIONS, identify the essential functions required to achieve that objective and lay down the operational guidelines for carrying out the DONATIONS before spelling out the procedures for all agencies involved in the DONATIONS.

## **ABOUT DUSIB**

The Plan scheme for Operation, Maintenance and Management of Night Shelters in Delhi is being implemented since 1984-85 with the objective to provide shelter to homeless with adequate basic amenities. Delhi Urban Shelter Improvement Board i.e. DUSIB is the Nodal Agency of Govt. of NCT of Delhi for Operation, Maintenance and Management of the Shelters in Delhi and at present managing about 197 Shelter Homes.

### **1. Supply of 03 meals through Agency i.e. M/s Akshaya Patra Foundation :**

Till the onset of COVID -19 pandemic in the March, 2020, the shelter homes/night shelters provided the mandated facility of shelter, bed and beddings to the homeless and facility of providing tea and rusk was available only during winter season. Currently, the 03 meals are provided by M/s Akshaya Patra foundation in all the Shelter homes of DUSIB. As for the fresh tender of supply of 03 meals is concerned, the file has already been sent to the Cabinet for approval as the 03 meals scheme doesn't cover under the DUSIB write-up. As for the continuation of food supply further-on, the case has been processed for taking final decision whether the supply 03 meals is to be continued or stopped till the approval of the cabinet note

### **2. Special Rescue Drive:**

Due to extreme cold wave conditions prevailing in NCT of Delhi and in compliance of directions received from Hon'ble from Lt. Governor, it has been decided to rescue and shift the homeless population sleeping on road berms / foot paths /dividers and open spaces etc. in the vicinity of Hanuman Temple, ISBT. In conformity with the above, first Special Rescue drive are being carried out by DUSIB with the assistance of the police and Shelter Management Agencies (i.e. SMAs).

### **3. Winter Action Plan:**

The "Winter Action Plan" is being implemented by DUSIB and which is operative w.e.f. the fortnight of November to March 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 3 will be implemented to ensure comfortable shelter facility to all homeless people during the coming winter season.

#### **4. General functioning of Shelter Homes**

In order to make smooth functioning of these 06 nos. Shelter Homes for the use of homeless people in Delhi, the following procedures are 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 remains available in each shift of 8 hours at each Shelter Home and a women security guard in each shift at each woman Shelter Home.

#### **5. Facilities provided at Shelter Homes**

The following facilities are provided at the Shelter Homes to the occupants: -

- 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)

#### **6. 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.

## 7. 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 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.

## 8. 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](mailto:dusibnightshelter@gmail.com).

## 9. Mobile App:-

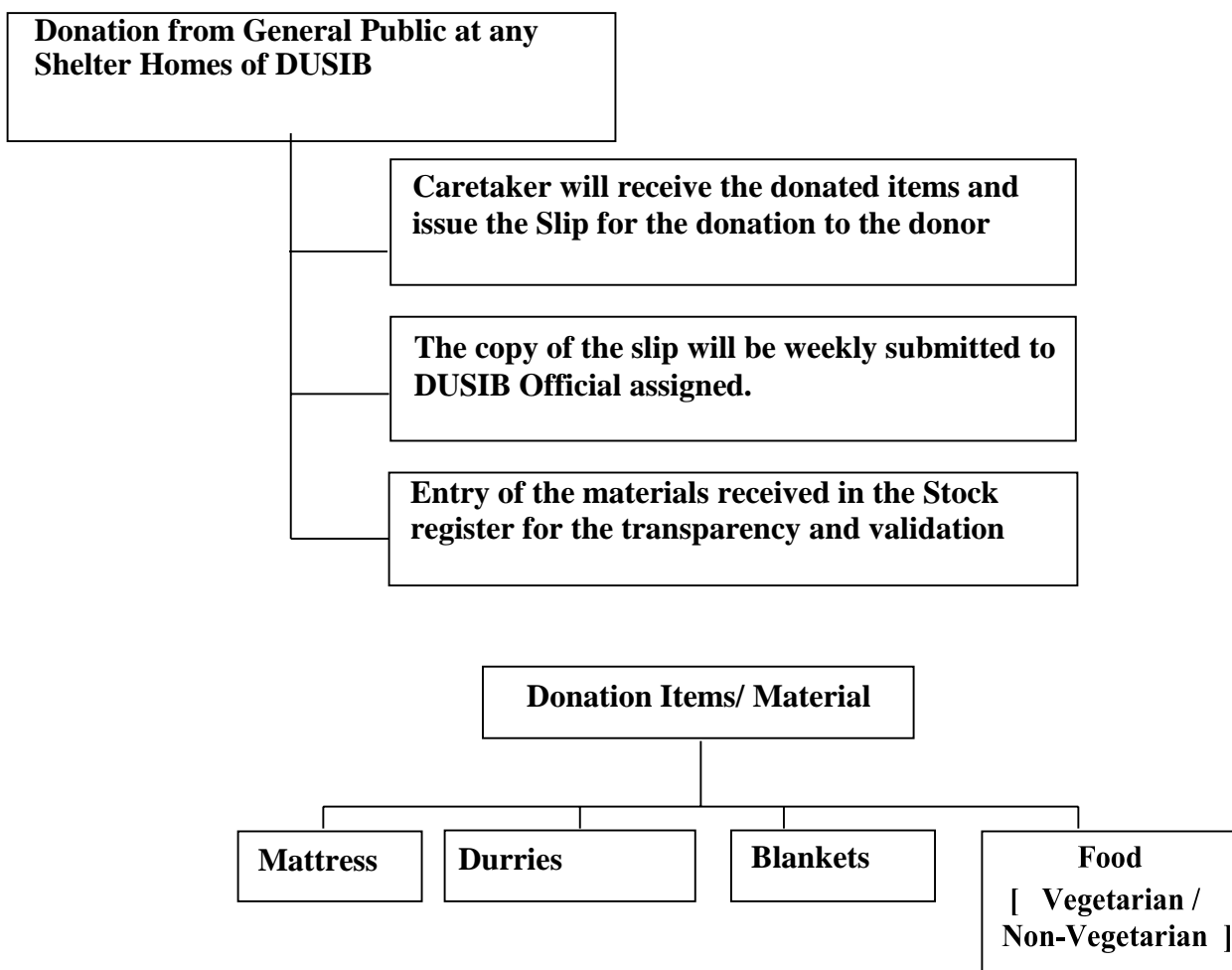
Mobile App- “*Rain Basera*” to track and rescue the homeless person has been made operational, which can be downloaded from Google Play Store. Any person who comes across a homeless person lying/residing along the roadside can simply click a photograph in his/her smart phone and submit it to central 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.

## Executive Summary of the S.O.P

Donations play an important role in helping the homeless/ inmates of Shelter Homes as they often are of critical help in providing immediate relief. Reports of human sufferings move people to make Donations. Donations is essentially about coordinating the responders' and donor's efforts. Its key functions are:

- a. Minimise the mismatch between the Donations needed and Donations received
- b. Receive and store (stage) Donations and direct their movements
- c. Screen the offers of voluntary services and get their best use
- d. Dispose unutilized Donations

### Organizational Structure of DONATIONS :





## **MANAGEMENT OF UNSOLICITED DONATIONS**

1. The general public interested in donating the poor/ homeless can approach the nearest Shelter Homes erected by Delhi Urban Shelter Improvement Board, GNCTD and can donate the items like mattresses, blankets, durries, mats, food, etc. The donated items shall be in the '*usable condition*'.
2. The details of Shelter Homes of DUSIB can be assessed from the DUSIB portal i.e. <https://delhishelterboard.in>.
3. The donor can approach the nearest Shelter Home and can donate the usable items like mattresses, blankets, durries, mats, food, etc. [except food] to the Caretaker engaged by the Shelter Management Agency (SMA).
4. Subsequent to the Donation, the caretaker will issue the Donation Slip to the donor for the validation of the Donation done.
5. The Slips collected will be submitted weekly to the Night Shelter section of DUSIB and the detail of items will be registered in the Stock register for the transparency of the Donation.
6. However, for the food to be donated, an undertaking available at each Shelter Home shall be filled by the donor ensuring:
  - (i) It is not prohibited food and free from contamination.
  - (ii) The food can be Vegetarian or Non-Vegetarian in type. However, the Vegetarian and Non-Vegetarian shall be clearly marked by the donor.
  - (iii) The donated food shall not contain '*Beef and Pork*'.
  - (iv) The donated food is hygienic in nature.
  - (v) The food is non-alcoholic in nature.

## **AWARENESS PROGRAM: -**

The necessary medium shall Be adopted by DUSIB for the vast publicity i.e. through Mobile App, DUSIB portal, Leading Newspapers, Banners on conspicuous location and every Night Shelters.

## **CONTACT DETAILS**

Interested people/donor can contact at the below mentioned details:

- (a) **Nodal Officer:** Director (Night Shelter)
- (b) **Address:** Room-57, Punarwas Bhawan, DUSIB, I.P Estate,  
New Delhi-110002
- (c) **Contact details:** 011-23378789 & 011-23370560
- (d) **Email Ids:** [dusibnightshelter@gmail.com](mailto:dusibnightshelter@gmail.com)  
[ddnightshelter@gamil.com](mailto:ddnightshelter@gamil.com)  
[dirnds.dusib@gmail.com](mailto:dirnds.dusib@gmail.com)

## **ROLE & FUNCTIONS: -**

### **Shelter Management Agency: -**

- 1.1. The Caretaker engaged by Shelter Management Agencies (SMAs) shall discharge its duties in a fair, impartial and efficient manner consistent with the highest standards of professional integrity and good industry practice. In case any discrepancies are seen in the donation activities, the Shelter Management Agency (SMA) shall be sole responsible for the deed of Caretaker.
- 1.2. The Caretaker engaged shall receive the food from the donor clearly marked as “Vegetarian” or “Non-Vegetarian” and distribute the same accordingly as per the preference of the inmate of the Shelter Homes of DUSIB.
- 1.2. The Shelter Management Agencies shall facilitate smooth implementation and operation of the Project. Broadly, the role of the Monitoring Agency shall be as under:
  - a) Verify and submit a weekly report to the Night Shelter Section of DUSIB on compliance of requirements of RFP & agreement by the Shelter Management Agency.
  - b) To print the Slips/ Undertaking for Donations and get the expenditure reimbursed from DUSIB.
  - c) To inform the DUSIB about any difficulties being faced during carrying out the Donation program.

### **DUSIB: -**

1. Night Shelter section of DUSIB shall appoint a person for maintaining the Stock Register in r/o Donations received.
2. The Appointed official/ Officer shall keep the record of the Slips submitted by the Shelter Management Agency(s).
3. Director (Night Shelter) shall be the Nodal officer for the Donation Program.

**UNDERTAKING**

I hereby undertake that, I .....  
r/o..... is  
donating food material to the inmates of Shelter Homes of DUSIB and  
certifies:

1. It is not prohibited food and free from contamination.
2. The donated food is hygienic in nature.
3. The Vegetarian and Non-Vegetarian foods have been clearly marked.
4. The Non-Vegetarian food doesn't contain '*Beef and Pork*'.
5. The food is non-alcoholic in nature.

**Signature of the Donor**

Dated:

**Ph. No.:** .....