

**DELHI URBAN SHELTER IMPROVEMENT BOARD
GOVT. OF NCT OF DELHI
OFFICE OF THE DIRECTOR (NIGHT SHELTER)
PUNARWAS BHAWAN, I.P. ESTATE, NEW DELHI-110002**

No: F-06/NS/DUSIB/2025-26/D-469

Dated: 14.11.2025

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 Director (Control Room), DUSIB. 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 complaints / 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 Caretaker 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 | : | <u>dusibnightshester@gmail.com</u> |

Dy. Director (Night Shelter)

Copy to:-

1. PS to CEO (DUSIB) for kind information of the latter please.
2. PS to Member (Admin) for kind information of the latter please.
3. Chief Engineer (Night Shelter) for kind information please.
4. Pr. Director (NS), DUSIB for kind information please.
5. Director (NS) for kind information please.
6. Dy. Director (Admn.) with the request to issue instruction to A.D (C.T) for providing the all necessary infrastructure for the Control Room.
7. All Ex. Engineers (Civil / Elect.)
8. Dy. Director (System) for uploading on official website.
9. All Shelter Management Agencies (SMAs).
10. Office copy.

Dy. Director (Night Shelter)

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

ASD(17)

26/11/25

programme