1st Quarterly Quality Audit Report of 40 functional Shelter Homes under different Urban Local Bodies of West Bengal

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INTRODUCTION

- As per the 2011 Census, 9.38 lakh homeless people were from urban areas.

- Under Article 21 of the Indian Constitution, the right to shelter is a basic right for all citizens which originates from the right to residence in Article 19(1)(e) and the Right to Life.

- Homeless people are considered as a marginalized category whose needs need to be addressed.

- The Deendayal Antyodaya Yojana- the National Urban Livelihood Mission (DAY-NULM) offers a Scheme for Shelters for Urban Homeless.

- The State Urban Development Agency (SUDA) in West Bengal implements this policy in the urban areas.

- They (SUDA) have a total of 52 Shelter homes, with 40 of them being operational for over a year for audit.

- The Presidency University quality audit team, assigned by SUDA, aims to analyse the performance of the urban shelter homes (SUH) of West Bengal. The team also aims to analyse the social needs of the inmates of these shelter homes and to reintegrate them into mainstream society.

METHODOLOGY

- 40 shelter homes (SUH) were taken into account while conducting an extensive audit all over the State of West Bengal.

- A combination of quantitative data analysis and qualitative case studies was employed to understand the social impact of this scheme for providing shelter to urban homeless people.

- A detailed report on individual shelter homes has been incorporated for acquiring a clear image of the functioning of the 41 SUH in West Bengal.

- Grades have been assigned to each home to assess the impact of the scheme by taking 12 criteria into consideration.

- Graphs have been provided for obtaining a clear visual representation of the criteria that have been considered for assessing the impact of the scheme.

- Narratives and case study research methods have also been used to understand the qualitative impact of the scheme on inmates.

Individual reports of 40 functional shelter homes across West Bengal

Name of the Shelter Home: *Swapna Neer;* **Shelter Capacity:** 50; **Current Occupancy**: 47

Address: Mouza-Bulbulchati, Plot No. Part of 14, Ward 25, P.S.—Kharagpur Town under Kharagpur Municipality

Name of the ULB: Kharagpur Municipality; **Year and Month of Establishment**: 22/04/2022

Name of the organisation running SUH: Friends of Poor and Socially Abandoned (FPSA)

Date of Visit: 09/10/202 **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: There is a rooftop garden where inmates work and care for the garden. Night surveys are conducted and SMC meetings are held. 21 inmates are female and 26 inmates are male, and 7 inmates are above 60 years of age. 22 inmates were reintegrated with family in the last one year. Only 2 work as daily wage labour.

Major Challenges: The major challenges in running SUH reported by the manager of SUH are facing difficulty in providing medical support to the mentally challenged people and in giving adequate livelihood opportunities to the inmates which would enable them economically. Moreover, the location of the home in Kharagpur, which is a junction city, makes it prone to a huge inflow of homeless people seeking shelter. Currently, the home runs at a capacity of 50, which needs to be doubled in order to accommodate the increasing flow of people coming here for shelter. Health camps need to be set up to support mentally challenged people and the homes need to be tagged with the local Government hospitals for providing adequate care to the patients. Adequate number of livelihood opportunities need to be created for the inmates since most of them are below 60 years of age and capable of working

Name of the Shelter Home: *Prottoyee;* **Shelter Capacity:** 50;

Current Occupancy: 30

Address: Ward No. 17, J.L. No. 75, Nababidhan Pally, Gayeshpur, Nadia, Nearest Railway Station: Kalyani

Name of the ULB: Gayeshpur Municipality;

Year and Month of Establishment: 7/12/2021

Name of the organisation running SUH: Participatory Research and Action Network (PRAN)

Date of Visit: 29/9/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: 13 inmates are female and 14 inmates are male, including 2 male child and 1 female child. 8 inmates are above 60 years of age. No inmate was reintegrated with family in the last one year. Inmates are engaged in selling fishes, as garden cleaners, working in grocery shops, one as a Mason, and few selling daily needs items. Night survey is conducted frequently and SMC meetings are held.

Major Challenges: The office room needs to be organized a little more. The manager of SUH is facing difficulty in finding private donors for the shelter home. However more efforts need to be put in finding donors too.

Name of the Shelter Home: *Shanti Neer;* **Shelter Capacity:** 50; **Current Occupancy:** 20

Address: 143, Parbatipur, PS Tamluk, district- Hooghly

Name of the ULB: Tarakeshwar Municipality

Year and Month of Establishment: March 2020

Name of the organisation running SUH: Maya foundation

Date of Visit: 31/10/2023 **Date of audit period**: 14th August- 13th November (1st quarter)

Characteristics: The inmates are engaged in a kitchen garden and look after the garden. 12 inmates are female and 8 inmates are male with 15 inmates above 60 years of age. No inmate was reintegrated with family in the last one year. 7 of them are begging and 5 inmates work as a daily labourer while 3 inmates are engaged in other kinds of job. Night surveys are conducted frequently. SMC meeting was last held on July 2023.

Major Challenges: No major challenges were reported by the manager of the home.

Name of the Shelter Home: *Vivekananda Bhawan*; **Shelter Capacity:** 50; **Current Occupancy:** 33
Address: Banipur, JL No. 84, Mouza-Asrafabad, Ward No.22, Habra, North 24 Parganas

Name of the ULB: Habra Municipality; **Year and Month of Establishment**: 6/3/2019

Name of the organisation running SUH: Purbachal Ananda Foundation (PAF)

Date of Visit: 6/10/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: Most of the inmates (almost 90%) come through referrals from the police station. Hence, most of them are mentally challenged and stay there for a while and then are shifted to proper places or are getting reunited with their families. Hence, the rates of entry and exit are very high compared to other SUHs. 21 inmates are female and 12 inmates are male and 17 inmates are above 60 years of age. 36 inmates were reintegrated with family in the last one year. 3 inmates work in shops, 3 as domestic helpers and 1 as a priest. Night survey was conducted last in September and the last SMC meeting was also held in that month.

Major Challenges: The major challenges in running SUH reported by the manager of SUH is facing difficulty in finding private donors for the shelter home. In addition to that he is facing difficulty to handle mentally challenged inmates as they have become violent and create disturbances in the neighbourhood.

Name of the Shelter Home: *Ghore Fera;* **Shelter Capacity**: 50;

Current Occupancy: 43

Address: 9, Koipukur Lane, Borough No. IV, Ward No. 32, District Howrah, Nearest Land mark- Ripples Swimming Pool

Name of the ULB: Howrah Municipal Corporation**; Year and Month of Establishment**: 13/02/2019

Name of the organisation running SUH: Purbachal Ananda Foundation

Date of Visit: 12/10/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: *Maa* canteen is running in the ground floor of SUH the kitchen is occupied for that from 11 am to 3 pm every day. 30 inmates are female and 13 inmates are male, including 2 male child and 2 female child. 25 inmates are above 60 years of age. Only one inmate was sent to the family since the establishment of the shelter. 19 inmates are engaged in work such as domestic helper, rickshaw puller, sales job, domestic help in a tea shop, one works in a medicine shop. Night survey was last conducted in September and no SMC meet was held in last one year due to influence of political parties.

Major Challenges: The major challenges reported by the manager of SUH is delay in payment by corporation regarding the bills and delay in the releasing of fund.

Name of the Shelter Home*: Mamatalaya Titagarh*; **Shelter Capacity**: 50; **Current Occupancy:** 20

Address: A P Devi Road, Mother Terassa Path, Wara No. 6, North 24 Parganas

Name of the ULB: Titagarh Municipality; **Year and Month of Establishment**: 7/12/2021

Name of the organisation running SUH: Astha Jadavpur

Date of Visit: 21/9/2023; **Date of Audit Visit**: 14th August- 13th November (1st quarter)

Characteristics: SUH manager, Abhishek Chowdhuri complained against Astha Jadavpur. He said that no one from Astha Jadavpur has been communicating and visiting the shelter home since the last 3 months. 8 inmates are female and 12 inmates are male and 12 inmates are above 60 years of age. No inmate was reintegrated with family in the last one year. 2 inmates work in shops, one as ayah, and 1 as labourer. Night survey was last conducted in August and no SMC is formed.

Major Challenges: The major challenges in running SUH reported by the manager is that the concerned NGO in charge is not cooperating nowadays with him.

***Name of the Shelter Home**: Santiniketan*; **Shelter Capacity**: 50; **Current Occupancy:** 39

Address: Ward No -13, Parbatipur Tamluk, Purba Medinipur, Pincode-721636, West Bengal

Name of the ULB: Tamralipta Municipality; **Year and Month of Establishment**: 21/08/2019

Name of the organisation running SUH: Participatory Research and Action Network

Date of Visit: 12/10/2023; **Date of audit period**: 14th August- 13th November (1st quarter)

Characteristics: Many residents have come from Haldia with the shutting down of that home and they have accommodated them all well. Temple of Maa Bargabhima is famous in this area and provides livelihood for the inmates as a place for begging. 23 inmates are female and 16 inmates are male and 23 inmates are above 60 years of age. No inmates were reintegrated with family in the last year. 13 inmates are engaged in daily wage labour while 6 of the inmates are not engaged in any kind of work. Night surveys are held frequently and SMC meets are held every month.

Major Challenges: The significant challenges in running SUH reported by the manager of SUH is facing difficulty in providing medical support and adequate hospital services to the people and in proper food to the inmates. There is a need for more local support and private donors stepping in to provide for raw materials like *muri*, or non-veg items like fish or meat for the proper nutrition of the inmates. The local NGOs can sponsor such programs to help the shelter homes by providing adequate food and medical facilities to the inmates. The NGO should focus more upon the livelihood of the aged and bring them back to mainstream society.

Name of the Shelter Home: *Swapno Neer*; **Shelter Capacity:** 50; **Current Occupancy:** 17

Address: 1, Mongal Pandey Road, Dumdum Cantonment, North 24 Parganas, Landmark: Next to St. Patrick Church

Name of the ULB: Dumdum Municipality; **Year and Month of Establishment**: 25/12/2020

Name of the organisation running SUH: Dumdum Municipality

Date of Visit: 22/9/2023; **Date of audit visit:** 14th August- 13th November (1st quarter

Characteristics: The shelter has a proper kitchen for cooking but it is not functional. No caregiver cooks here for inmates and the shelter manager buy cooked food for inmates from outside. All the caregivers are male and the shelter lacks of proper caregiving. whom 6 inmates are female and 11 inmates are male and 3 inmates are above 60 years of age. No inmate was reintegrated with family in the last one year. 1 inmate is a daily wage laborer, 1 a rickshaw puller and two as domestic helps. Last night survey was held in September and SMC meetings are held every month.

Major Challenges: The major challenges in running the SUH as reported by the manager, is facing difficulty in finding homeless inmates and making them agree to come to the shelter homes.

Name of the Shelter Home*: Ramprasad Awas*; **Shelter Capacity***: 50;* **Current Occupancy***: 30*

Address: Shiber Gali, Chowdhuripara Lane, Ward No. 6, Halisahar, North 24 Parganas, Landmark: Ramprasad Kalibari

Name of the ULB: Halisahar Municipality; **Year and Month of Establishment**: 5/4/2021

Name of the organisation running SUH: Halisahar Municipality

Date of Visit: 5/10/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: The SUH is known as an old-age home in the locality. Most of the female inmates beg in Ramprasad ghat or in Ramprasad Kalibari. 16 inmates are female and 14 inmates are male. 4 inmates were reintegrated with family in the last one year. 6 of them beg money, one is a daily labour, and 8 inmates work in other professions such as 2 clean gardens, 1 is a priest, one works in shop. Night survey was last held in August and SMC is convened on 28th day of every month and attended by 6 members including two inmate- representatives who are members of that.

Major Challenges: The major challenges in running SUH as reported by the manager, is that the staffs demanded a salary hike and asked for staff uniform so as to conduct the night survey without difficulty. They reported that Maya foundation, the local NGO, does not pay their salaries on time.

Name of the Shelter Home: *Ekanto Apon;* **Shelter Capacity:** 40; **Current Occupancy:** 31

Address: Ward 27, Nutun pukur, Barasat Kolkata- 700128, District- North 24 pargana

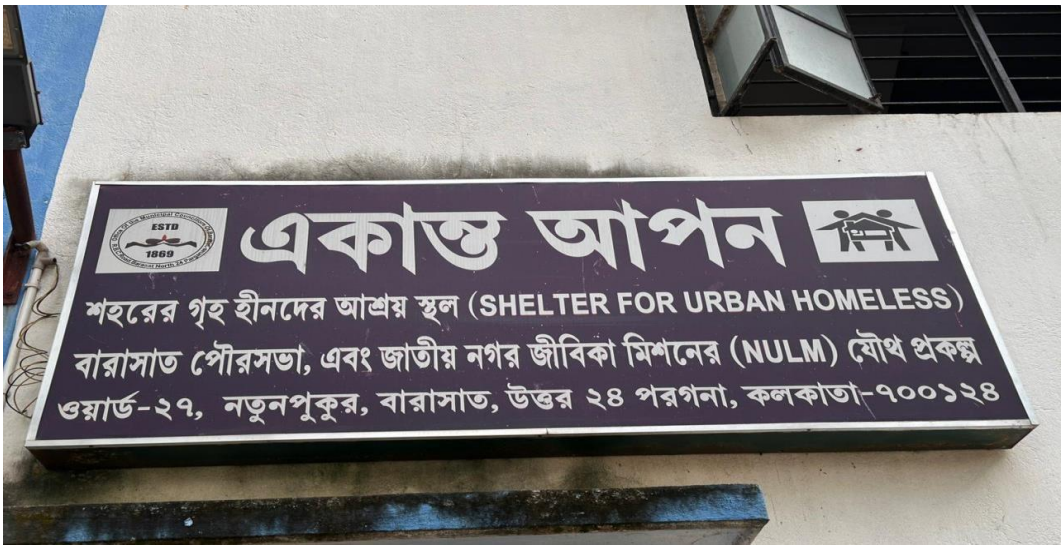
Name of the ULB: Barasat Municipality; **Year and Month of Establishment**: December, 2019

Name of the organisation running SUH: Barasat Municipality

Date of Visit: 21/09/23; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: 22 inmates are female and 7 inmates are male and 2 are male children. There are 15 inmates above 60 years of age. . 2 inmate was reintegrated with family in the last one year. 12 inmates work as a daily labourer while 7 are engaged in other activities. Night surveys are frequent and SMC meeting was held on 30/10/2023 which 5 members attended.

Major Challenges: There are no major challenges in running SUH as reported by the manager of SUH. Health camps need to be set up to support mentally challenged people, and the homes need to be tagged with the local Government hospitals for providing adequate care to the patients. Adequate number of livelihood opportunities need to be created for the inmates since most of them are below 60 years of age and capable of working.



Name of the Shelter Home: *Bhabhaghure Bhaban;* **Shelter Capacity:** 50**; Current Occupancy:** 23

Address: Ward No. 3, Paschim Krishnapur, District- Hooghly

Name of the ULB: Arambagh Municipality;**Year and Month of Establishment**: 19/2/2019

Name of the organisation running SUH: Arambagh Municipality

Date of Visit: 01/11/2023; **Date of audit period**: 14th August- 13th November (1st quarter)

Characteristics: 14 inmates are female and 9 inmates are male, including 1 male child. 14 inmates are above 60 years of age. No inmates were reintegrated with family in the last one year. 7 inmates are engaged in begging, 8 inmates are engaged in other kinds of jobs while 8 inmates are not engaged in any activities. The last Night Survey was held in October 2023 and SMC has been formed and the last meeting was held on 17/7/2023 which was attended by 7 people.

Major Challenges: The challenges that the manager has reported includes the urgent requirement of providing grill on balconies for the security of the inmates.

Name of the Shelter Home: *Thikana;* **Shelter Capacity**: 50; **Current Occupancy:** 36

Address: Beside TAC Playground, Ward No. 17, Katwa, Katwa Municipality, Landmark: Ramprasad Kalibari

Name of the ULB: Katwa Municipality; **Year and Month of Establishment**: 19/8/2019

Name of the organisation running SUH: Katwa Municipality

Date of Visit: 7/10/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: The SUH is known as home for mentally challenged persons in the locality. 17 inmates are female and 19 inmates are male including 2 male and 2 female child. 12 inmates were reintegrated with family in the last one year. As most of them are mentally challenged they do not do any work. Night survey has been done on the month of November. Last SMC was convened on 13/7/2023 which was attended by 9 members.

Major Challenges: The major challenges in running SUH as reported by the manager, is facing difficulty in finding funds for covering health expenses of the mentally challenged inmates. Manager of SUH demanded more staffs for looking after mentally challenged inmates. He also asked for uniforms for the staff.

Name of the Shelter Home*: Ananda Niketan*; **Shelter Capacity***: 50;* **Current Occupancy:** *34*

Address: Chandra Sekhar Roy Road, Ward No. 7, Naihati, North 24 Parganas

Name of the ULB: Naihati Municipality; **Year and Month of Establishment**: 08/02/2021

Name of the organisation running SUH: Naihati Municipality

Date of Visit: 5/10/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: One cancer patient and two *asthama* homeless patients were rescued and are staying there. SUH is suffering from health cost related problems of them. This SUH was running by Purbachal Durgapur and Naihati municipality took over the charge of it one year ago. The new shelter manager is not well aware about all the shelter rules and regulations. 20 inmates are female and 14 inmates are male, 18 inmates are above 60 years of age. 2 inmates were reintegrated with family in the last one year. Inmates work as domestic helpers, in shops, and as a security guard. Night survey is held frequently. The last SMC meeting was convened on 21/9/23; 5 members attended the meeting.

Major Challenges: The major challenges in running SUH as reported by the manager, is facing difficulty in finding funds for covering health expenses of the one cancer and two *asthama* homeless patients.

Name of the Shelter Home: Santi Neer; **Shelter Capacity:** 50; **Current Occupancy**: 34

Address: Machantala, near Bankura Municipality, Pincode- 722101

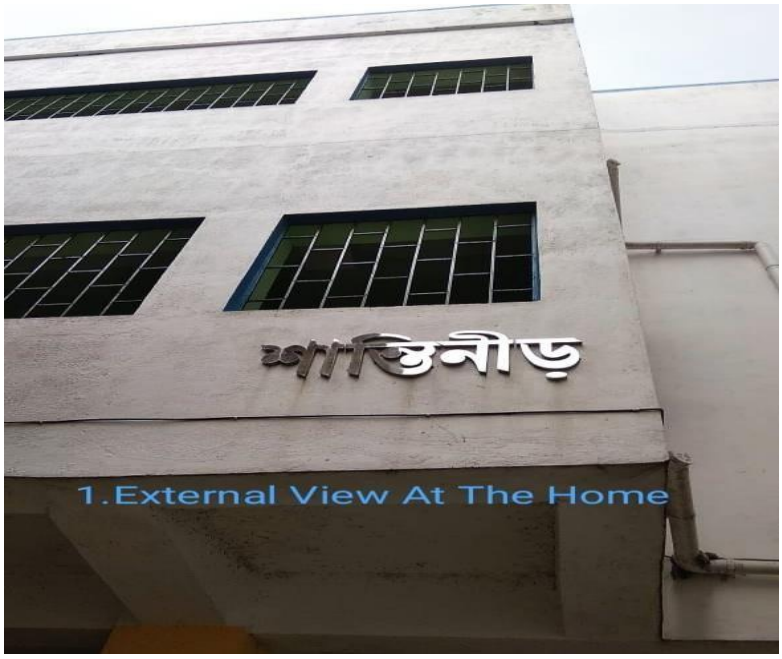
Name of the ULB: Bankura Municipality; **Year and Month of Establishment**: 05/06/2021

Name of the organisation running SUH: Friends of Poor and Socially Abandoned Foundation (FPSA)

Date of Visit:10/10/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characterstics: There is a kitchen garden where inmates work and care for the garden. Santi Neer is well organized and very well managed, the rooms and washrooms are neat and clean, and the inmates are encouraged to maintain their personal hygiene. 12 male and 22 female inmates in the shelter as of the date of visit. 21 inmates are above 60 years of age. 18 inmates was reintegrated with family in the last one year. 5 of the inmates work as daily wage labourers while 29 of them are not engaged in any work. Night surveys are held regularly. SMC is formed and the last meeting was held on 22/08/2023 which 8 inmates attended.

Major Challenges: The major challenges in running SUH as reported by their manager is to bring in more help for the mentally challenged residents and help all the inmates to address their sense of self identity. The local NGO, FPSA, aims at integrating the homeless people to the mainstream society.



1.External View At The Home

Name of the Shelter Home: Nabanir; Shelter Capacity: 50; Current Occupancy: 27

Address: Shilpa Taluk, Behrampore court, Murshidabad

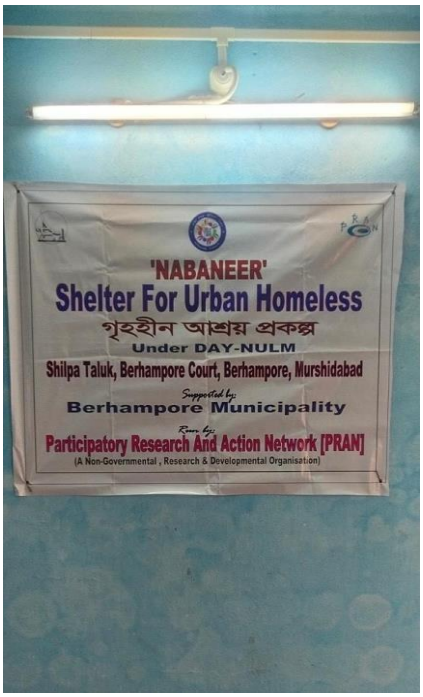
Name of the ULB: Berhampore Municipality; **Year and Month of Establishment**: 30/04/2018

Name of the organisation running SUH: Participatory Research and Action Network (PRAN)

Date of Visit: 03/10/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: 16 inmates are female and 11 inmates are male, including 1 male child. None are above 60 years of age. None of the inmates were reintegrated with family in the last one year. 26 of the inmates work as daily wage labourers, while 2 inmate is not engaged in any kind of activities. Night surveys are held frequently. SMC was formed and the last meeting was held on 17/10/2023 which was attended by 11 people.

Major Challenges: The performance of the home is satisfactory, and there are no major challenges as per the manager of the place except for the problem of pests. An adequate and prompt measure for pest control is required to maintain the health of the inmates and keep the surrounding environment clean. Although the home was established in 2018, it had started functioning from April 2021 and is hence receiving all the funds from SUDA.



Name of the Shelter Home*: Aniket;* **Shelter Capacity***:* 50*;* **Current Occupancy*:*** 28

Address: Ward no 15, 1 Nutun pukur near Yuba Abas, Post- Bishnupur, District- Bankura, Pin- 722122

Name of the ULB: Bishnupur Municipality; **Year and Month of Establishment**: 1/10/2022

Name of the organisation running SUH: Friends of poor and Socially Abandoned (FPSA)

Date of Visit: 10/10/2023; **Date of audit period**: 14th August- 13th November (1st quarter)

Characteristics: There is a kitchen garden where inmates work and care for the garden. *Aniket* is well organized and very well managed, the rooms and washrooms are neat and clean, and the inmates are encouraged to maintain their personal hygiene. 14 inmates are female and 16 inmates are male including 2 female child. 9 inmates are above 60 years of age. 85 inmates were reintegrated with family in the last one year. Only 8 of the inmates work as daily wage labourers while other inmates are not engaged in any kind of activities. No recent night survey has been conducted. SMC has been formed, and the last meeting was held on 09/10/2023 which 8 people attended. A complaint/grievance register is maintained and updated.

Major Challenges: The challenges that the manager has reported include the urgent requirement to help in the speedy recovery of the mentally challenged people and to return to their self-identity. The local NGO, FPSA, aims at integrating homeless people to mainstream society.

Name of the Shelter Home*: Vivekananda Abasan;* **Shelter Capacity***:* 50*;* **Current Occupancy*:*** 31

Address: Plot no. 175, Ward no 12, District- Hooghly

Name of the ULB: Chandernagore Corporation; **Year and Month of Establishment**: 22/02/2019

Name of the organisation running SUH: Maya Foundation

Date of Visit: Data has been analysed on the basis of information received from the shelter home .

Date of audit period: 14th August- 13th November (1st quarter)

Characteristics: 13 inmates are female and 17 inmates are male and 1 female child. 17 inmates are above 60 years of age. 4 inmates were reintegrated with family in the last one year. 4 of the inmates work as daily wage labourers, 3 are engaged in begging,2 are a rag picker while 11 inmates are engaged in other kinds of jobs. Night surveys are held regularly. SMC has been formed and the last meeting was held upon 25/07/2023 which 10 people attended.

Major Challenges: No major challenges have been stated by the manager of the home.

Name of the Shelter Home: *Ashray Asansol*; **Shelter Capacity:** 50; **Current Occupancy**: 15

Address: Depo-Para, Ward no- 30, Paschim Bardhaman- 713302

Name of the ULB: Asansol Municipal Corporation; **Year and Month of Establishment**: 25/07/2022

Name of the organisation running SUH: Maya Foundation

Date of Visit: 12/10/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: There are a total of 15 male inmates in the shelter as of the date of visit. There are no female inmates. There are none above 60 years of age. None have been reintegrated over the last one year. All the inmates work as daily wage labourers. Night surveys are frequent. SMC is not formed and no meetings have been held so far as it is new home. A complaint/grievance register is maintained and is updated too but the grievances have not been reviewed.

Major Challenges The major challenges in running SUH as reported by their manager is to bring in more people and make the unit become fully functional. The local NGO, Maya, should lend in support and help the unit to cater to more people and provide food to the inmates by sponsoring donations, etc. Adequate number of livelihood opportunities need to be created for the inmates since most of them are below 60 years of age and capable of working.

Name of the Shelter Home: *Gauri Bari;* **Shelter Capacity**: 35; **Current Occupancy:** 17

Address: Gauri Bari Lane

Name of the ULB: Kolkata Corporation

Year and Month of Establishment: 15/04/2019; **Name of the organisation running SUH**: Gauri Bari BADS

Date of Visit: 22/08/2023; **Date of Audit period:** 14th August- 13th November (1st quarter)

Characteristics: It is a collection of nine temporary night shelters which are used as a shelter home now. 6 inmates are female and 11 inmates are male, including 1 male child and 2 inmates are above 60 years of age. Nine have been reintegrated to their families within a year. Only 13 of the inmates work as daily wage labourers, 1 as a beggar while 3 inmates are not engaged in any activities. Night surveys are frequent. SMC has been formed and meeting was held on September which was attended by 7 people.

Major Challenges: The major challenge is that Gauri Bari is a temporary night shelter home which is not suitable to be used as a permanent shelter home. Yet there are many inmates who have been living here for more than three years. Hence, more financial and infrastructural support, along with funds for food is needed for the shelter home.

Name of the Shelter Home: *Ashray Asansol;* **Shelter Capacity:** 50; **Current Occupancy:** 22

Address: Jam Uria, Asansol, District- Paschim Bardhaman- 713302

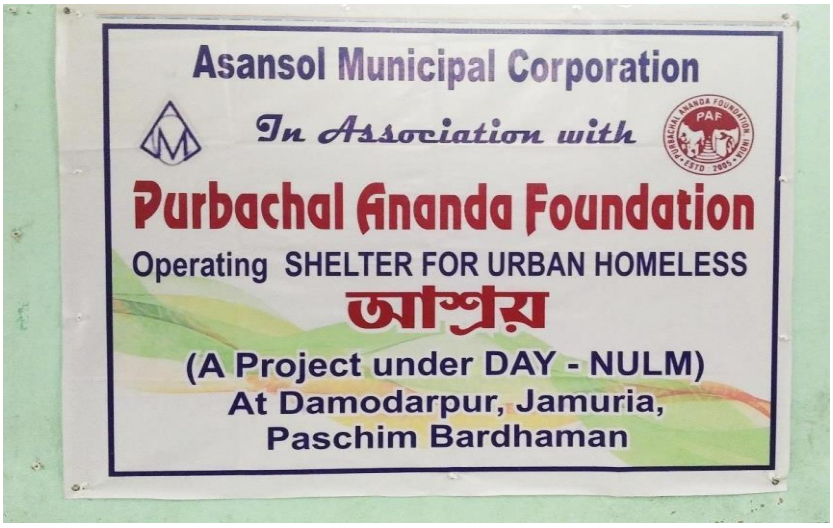
Name of the ULB: Asansol Municipal Corporation; **Year and Month of Establishment**: 02/09/2019

Name of the organisation running SUH: Purbachal Ananda Foundation

Date of Visit: 11/10/2023 **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: 7 males, 14 females and 1 male child in the shelter as of the date of visit and 6 inmates are above 60 years of age. Inmates were reintegrated with family once in every three months over the last one year. 8 inmates work as daily wage labourers and 5 are engaged in other occupations. 9 of the inmates are not working in any job. Night surveys are frequent. SMC has been formed and the last meeting was held on 19/09/2023 which 8 members attended.

Major Challenges: No major challenges have been reported by their manager in running the shelter home, so far. The local NGO, Purbachal, is working well in providing support and helping the unit to cater to more people and provide food to the inmates by sponsoring donations, etc. However, more homeless people can be rescued and accommodated at this home. Health camps need to be set up to support mentally challenged people and the homes need to be tagged with the local Government hospitals for providing adequate care to the patients. Livelihood opportunities needs to be created.



Name of the Shelter Home: Bhalobasha; **Shelter Capacity**: **50; Current Occupancy:** 32

Address: Ward No 1, Jiaganj Azimgarij, District- Murshidabad

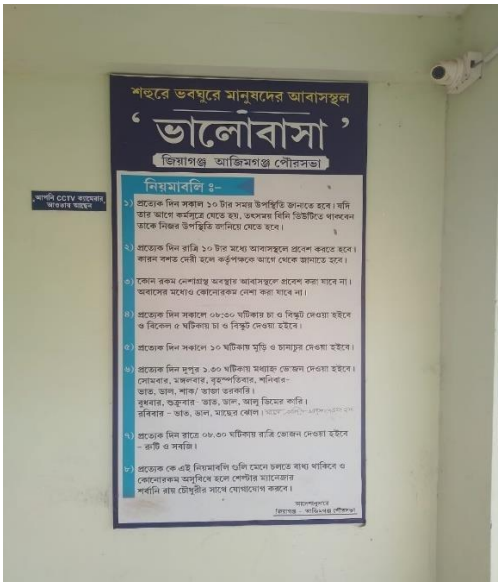
Name of the ULB: Jiaganj Azimgarij Municipality

Year and Month of Establishment: 1st August,2019; **Name of the organisation running SUH**: Jiaganj Azimgarij Municipality

Date of Visit: 04/10/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: 16 inmates are female and 16 inmates male including 2 male child. 20 inmates are above the age of 60. 3 Inmates have reintegrated to their families within a year. There are no inmates working as daily wage labourers while 26 inmates are not engaged in any activities and 8 others are engaged in other activities. Night surveys are condiucted regularly. SMC has been formed and a meeting was held on 23/09/2023 which was attended by 8 members and inmates representatives.

Major Challenges: The manager of the shelter home has reported no major challenges.



Name of the Shelter Home: Kalighat *unit 1;* **Shelter Capacity:** *100*; **Current Occupancy:** *94*

Address: 242, Kalighat road, Kolkata- 700026

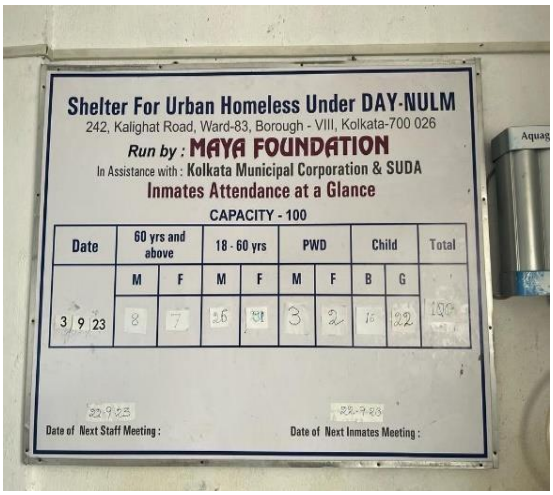
Name of ULB: Kolkata Corporation

Name of the organisation running SUH: Maya Foundation; **Year and Month of Establishment**: February,2020;

Date of Visit: 29/08/2023 **Date of audit period:** 14th August- 13th November (1st quarter)

Special Note: a small balcony garden is maintained by the inmates with mostly indoor plants. There are Self Help Groups run by the Maya Foundation, who are provided training by the foundation upon obtaining permission from the Corporation. The handicraft work displayed by the inmates also points towards the steps taken by the NGO to promote livelihood among them. 27 inmates are female and 26 inmates are male and 23 female child and 18 male child. 2 inmates are above 60 years of age. 1 Inmates have been reintegrated to their families within a year. Only 7 of the inmates work as daily wage labourers while 54 inmates are not engaged in any activities and 39 others are engaged in other activities. Night surveys are not frequent. SMC has been formed and meetings are held regularly. The last meeting was held on 17th July 2023, which was attended by 7 members and one inmates representative.

Major Challenges: The major challenge faced by the home as stated by the manager is that the windows are made of plastic and rainwater comes in. So a sliding window is needed. Also, the staff salary needs a hike. The food donations and funds for food should also be increased by the government.



Name of the Shelter Home: Kalighat *unit II;* **Shelter Capacity:** 140**; Current Occupancy:** 140

Address: 242, Kalighat road, Kolkata- 700026

Name of ULB: Kolkata Corporation

Year and Month of Establishment: February,2020; **Name of the organisation running SUH**: Aastha Jadabpur

Shelter Capacity: 140 **Current Occupancy:** 140

Date of Visit: 29/08/2023 **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: 44 inmates are female and 43 inmates are male including 23 female child and 30 male child. 11 inmates are above 60 years of age. Inmates have not been reintegrated to their families within a year. Only 23 of the inmates work as daily wage labourers while 12 are beggars,18 rag pickers and 11 others are engaged in other activities. A night survey has been conducted on 11/03/2023 times at Kalighat where 4 males and 6 females were identified. None were rescued. SMC has been formed and meetings are held regularly last on 17/07/23, which 28 members attended.

Major challenges: No major challenge had been reported.

Name of the Shelter Home: Amar Ashray unit 1; **Shelter Capacity:** 26; **Current Occupancy:** 34

Address: ward no. 5, Raja Manindra Road, near Tala tank, Paikpara,

Name of the ULB: Kolkata Corporation

Year and Month of Establishment: 05/2019; **Name of the organisation running SUH**: RNL Force

Date of Visit: 25/08/2023 **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: 17 inmates are female and 17 inmates are male including 5 male child and 6 female child and none are above 60. None of the inmates were reintegrated with family in the last one year. 5 of the inmates work as daily wage labourers, 2 are engaged in begging, 4 inmates are engaged in other kinds of jobs while others are not engaged in any kind of activities. No night survey has been conducted in recent times and none were identified or rescued as homeless, as the shelter has exceeded its capacity and the population has become static there. The NGO or ULB also does not help in creating awareness or promoting night searches in nearby areas. SMC has been formed and a meeting was held on 30/10/2023.

Major Challenges: No major challenge has been reported by the manager of the house.

Name of the Shelter Home: Amar Ashray unit II; **Shelter Capacity:** 26; **Current Occupancy:** 34

Address: ward no. 5, Raja Manindra Road, near Tala tank, Paikpara,

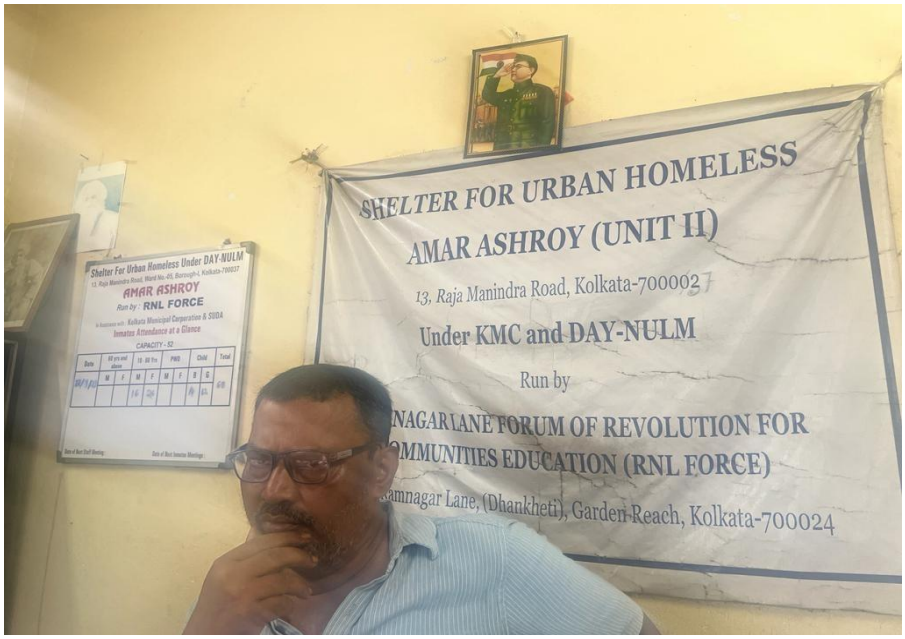
Name of the ULB: Kolkata Corporation

Year and Month of Establishment: 05/2020; **Name of the organisation running SUH**: RNL Force

Date of Visit: 25/08/2023 **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: 12 inmates are female and 7 inmates are male, 6 are female child and 9 are male child. There are none above 60 years of age. None of the inmates were reintegrated with family in the last one year. 4 of the inmates work as daily wage labourers, 5 are engaged in begging, 2 are rag pickers and 1 inmate is engaged in other kinds of jobs while other inmates are not engaged in any activities. No night survey has been conducted in recent times. SMC has been formed and a meeting was held on 30/10/2023.

Major Challenges: No major challenge has been reported by the manager of the house.



Name of the Shelter Home: Ashray Asansol; **Shelter Capacity:** 50; **Current Occupancy:** 41

Address: Kulti, Asansol, District- Paschim Bardhaman

Name of the ULB: Asansol Municipal Corporation; **Year and Month of Establishment**: 21/12/2020

Name of the organisation running SUH: Maya Foundation

Date of Visit: 12/10/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: The people above 60 years of age are engaged in making newspaper packets called *thongas,* which is promoted by the Maya Foundation as a way of making old people active and helping them to re-establish their sense of identity by being an economic asset to the community. There are 16 males and 17 females, with 5 male child and 3 female child inmates in the shelter as of the date of visit. The home has 9 inmates who are above 60 years of age. None has been reintegrated with the family in last one year. 12 of the inmates work as daily wage labourers, 1 as a beggar, and 4 are engaged in other activities. The rest of the inmates are not engaged in any work. Night surveys are conducted every month. SMC has been formed and the latest meetings have been held on 19/10/2020 which was attended by 9 people.

Major Challenges: The major challenges in running SUH as reported by their manager is facing various kinds of people, some of whom are alcoholics.

Name of the Shelter Home: Sandhyar Neer; **Shelter Capacity**: 50; **Current Occupancy:** 19

Address: ward No. 8, Bady Road, District- North 24 Parganas

Name of the ULB: Madhyamgram Municipality; **Year and Month of Establishment**: 07/2021

Name of the organisation running SUH: Jaya Prakash institute of social change

Date of Visit: 18/09/2023; **Date of Audit period:** 14th August- 13th November (1st quarter)

Characteristics: There are 19 inmates in the shelter as on the date of visit among whom 10 inmates are female and 9 inmates are male, and 11 inmates are above 60 years of age. Only 1 inmate was reintegrated with family in the last one year. 13 of the inmates are not engaged in any kind of activities while only 6 are engaged in odd jobs. Night surveys are frequent and SMC was formed and the last meeting was held on 08/08/2023 which 9 people attended.

Major Challenges: The major challenges in running SUH as reported by the manager is facing difficulty in finding doctors for the shelter home and arranging for health camps. In addition to that they reported the need for elevators for elderly or sick people, more staffs, and CCTV cameras in the main entrance and doorways. They also demanded a salary hike for the staffs, proper bonus and holidays as well.

Name of the Shelter Home: *Abas*; **Shelter Capacity:** 50; **Current Occupancy:** 21

Address: Ward No 35, Mukherjee Para Lane, PS- Maheshtala, District- South 24 Parganas

Name of the ULB: Maheshtala Municipality; **Year and Month of Establishment**: 01/07/2019

Name of the organisation running SUH: Garden Reach Bangla Basti Academic Development Society

Date of Visit: 19/09/2023 **Date of audit visit:** 14th August- 13th November (1st quarter)

Characteristics: 8 inmates are male and 11 inmates are female, and 2 female children. 10 inmates are above 60 years of age. 2 inmates were reintegrated with family in the last one year. 4 of the inmates work as daily wage labourers, while 3 inmates are engaged in other kind of activities. 14 inmates have no source of income. Night survey is conducted frequently and SMC was formed and the last meeting was held on 22/08/2023, which was attended by 7 people.

Major Challenges: The major challenges in running SUH as reported by the manager is facing difficulty in finding private donors and adequate funds for the shelter home. There is no new budget to purchase bedding materials. They also demanded a salary hike for the staff.

Name of the Shelter Home: *Ashray;* **Shelter Capacity**: 110 **Current Occupancy:** 103

Address: 1, Raja Ram Mohan Sarani, pin- 700009, District- Kolkata

Name of the ULB: Kolkata Corporation; **Year and Month of Establishment**: 01/2020

Name of the organisation running SUH: Participatory Research and Action Network (PRAN)

Date of Visit: 28/08/2023 **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: Old people are engaged in making paper bag packets, *thongas,* as a means of livelihood. This helps in their reintegration with the mainstream society. 32 inmates are female and 61 inmates are male, 5 are male and female children respectively. `14 inmates are above 60 years of age. None of the inmates were reintegrated with family in the last year. Night surveys are conducted frequently and SMC has been formed A complaint/grievance register is maintained and updated but not reviewed.

Major Challenges: No major challenges have been reported by the manager.

Name of the Shelter Home: *Nibedita Bhaban;* **Shelter Capacity**: 50 **Current Occupancy: 37**

Address: Ward No. 22, under Rajpur municipality

Name of the ULB: Sonarpur Municipality; **Year and Month of Establishment**: 28/02/2019

Name of the organisation running SUH: Aastha Jadabpur

Date of Visit: 06/09/2023 **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: 22 inmates are female and 14 inmates are male, and there is 1 male child. 26 inmates are above 60 years of age. Two inmates were reintegrated with family in the last one year. 11 of the inmates work as daily wage labourers, 3 are engaged in begging while 23 inmates are not engaged in any kind of activities. Night surveys are not frequent and SMC was formed and the last meeting was held on 13/10/2023 which was attended by 21 people.

Major Challenges: The home's performance is satisfactory, and there are no major challenges as per the manager. However, there is a lack of prompt measures in conducting more night surveys and providing shelter to the homeless people.

Name of the Shelter Home: *Dishari;* **Shelter Capacity**: 50; **Current Occupancy:** 18

Address: Ward 18, Jhilpar, Mouza Santipur, district- North 24 pargana

Name of the ULB: Shantipur Municipality

Year and Month of Establishment: 01/07/2021

Name of the organisation running SUH: Maya Foundation

Date of Visit: 4/10/2023 **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: Having a well maintained and well- planned kitchen garden. Vegetables from kitchen garden are used for cooking. They raise chicken too. 7 inmates are female and 11 inmates are male. 7 inmates are above 60 years of age. 2 inmates were reintegrated with family in the last one year. Five of the inmates are engaged in daily labour, one of them is a rag picker and three work in odd jobs. The rest of the inmates do nothing. Night surveys are held frequently and the last SMC meeting was held on 8/6/2023 which was attended by 9 people.

Major Challenges: The major challenges in running SUH as reported by the manager is facing difficulty in getting adequate SUH staff due to poor remuneration. Also, The Scheme is for temporary shelter, which makes it difficult to keep inmates for a long time. There is also no fund for medical treatment of the inmates of SUH. The scheme should be revised to make it beneficial for long term inmates. Local NGOs and ULB should help in giving treatments to the inmates and providing for private donors.

Name of the Shelter Home: *Ashray Islampur;* **Shelter Capacity**: 50; **Current Occupancy:** 29

Address: Ward no 1, Islampur, District- Uttar Dinajpur, PIN- 733202

Name of the ULB: Islampur Municipality

Year and Month of Establishment: 21/02/2021

Name of the organisation running SUH: Islampur Municipality

Date of Visit: 06/10/2023 **Date of Audit period:** 14th August- 13th November (1st quarter)

Characteristics: *Ashray* has a beautiful kitchen garden which is maintained by the inmates and staffs of the home. The garden is a home for various kinds of trees and few vegetables are also grown here. 10 inmates are female and 13 inmates are male, and 9 inmates are above 60 years of age. None of the inmates were reintegrated with family in the last one year. Only 4 inmates are engaged in begging as a source of income. Night surveys are conducted frequently and SMC has been formed and the last meeting was held on 06/10/23 which 7 people attended. Grievances are not reviewed.

Major Challenges: No major challenge has been reported by the manager of the home although more staff and intervention of local people and ULB is required to promote well-being of the inmates. Livelihood opportunities on the basis of age and skills needs to be provided as well.

Name of the Shelter Home: Nir Hara; **Shelter Capacity:** 50; **Current Occupancy:** 29

Address: Ward 14, Jhilpar, Kalyani, Nadia, Nearest Landmark: 3rd No. Water Tank

Name of the ULB: Kalyani Municipality; **Year and Month of Establishment**: 24/03/2021

Name of the organisation running SUH: Kalyani Municipality

Date of Visit: 15/9/2023 **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: Having a well maintained and well- planned kitchen garden. Vegetables from kitchen garden are used for cooking. They raise chicken too. 14 inmates are female and 15 inmates are male. 19 inmates are above 60 years of age. No inmate was reintegrated with family in the last one year. 9 inmates begging at nearest stations, 1 works in motor garage shop, 1 collects shags from ponds, 1 sells photos of gods in trains, 1 sells water bottle. In spite of going for frequent night surveys the number of rescued homeless is very poor. The last SMC meeting was held on 22/09/2023 which was attended by 8 members and inmates representative.

Major Challenges: The major challenges in running SUH as reported by the manager is facing difficulty in finding private donors for the shelter home. In addition to that they reported that they did not receive any uniform from SUDA. And hence facing difficulty in rescuing homeless people who could be moved to the shelter. They also demanded a salary hike.

HOMES WHICH HAVE COMPLETED FIVE YEARS AND ARE CURRENTLY BEING SUPPORTED BY URBAN LOCAL BODIES

Name of the Shelter Home: *Ashray;* **Shelter Capacity**: 50; **Current Occupancy:** 28

Address*:* Mouza- kharia, j.l. no.07, Plot no. R.s. 937(p), Ward no. 10

Name of the ULB: Jalpaiguri Municipality; **Year and Month of Establishment**: 30/04/2018;

Name of the organisation running SUH: Jalpaiguri Municipality

Date of Visit: 06/10/2023; **Period of audit:** 14th August- 13th November (1st quarter)

Characteristics: There are 12 males, 12 female and 2 male children, 2 female children inmates with 9 inmates who are above the age of 60. 1 inmate was reintegrated with family in the last one year. 11 inmates work as a daily labourer, 2 beg for living and 1 is a ragpicker while 3 inmates are engaged in other kinds of job. Night surveys are held every month and SMC Meeting was last held on 8/10/2023 attended by 7 people.

Major Challenge: The entire staff salary needs to be borne by the funds given by the ULB for O&M purposes. This gives an additional burden on the local body as well as hinders the demands for salary hike by the shelter staffs.

Name of the Shelter Home: *Thikana;* **Shelter Capacity**: 50; **Current Occupancy:** 21

Address: Shantiban, Ward No. 10, Vivekananda Street, District- Coochbehar

Name of the ULB: Coochbehar Municipality; **Year and Month of Establishment**: 17/11/2017;

Name of the organisation running SUH: Coochbehar Municipality

Date of Visit: 29/09/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: The home has a garden which is taken care of by the inmates and staffs. It also houses a variety of birds which is kept on the rooftop. 10 inmates are female and 11 inmates are male and 8 inmates are above 60 years of age. 7 inmates were reintegrated with family in the last one year. 2 of the inmates work as daily wage labourers, 11 are engaged in begging, 3 inmates are engaged in other kinds of jobs while 5 inmates are not engaged in any kind of activities. Night survey is conducted every month and SMC has not been formed till date.

Major Challenge: The challenges that have been reported by the manager includes the urgent requirement of a proper drainage system since there is no way for the waste water to flow out of the home. This causes quarrels with the neighbors as the dirty water gets overflowed into the nearby drains. A Television is also required for the entertainment of the residents. The ULB is bearing the pressure of giving 35,000 per month to the home so that none of the amenities are compromised. But problems are faced by the chairperson with respect to electricity bills payments, staff salary, inmate food quality and so on. The city mission manager had requested for help from the SUDA in assisting the home financially.

Name of the Shelter Home: *Anubhav;* **Shelter Capacity**: 50; **Current Occupancy:** 25

Address: R-d. Mission Road, Ward No. 08, mouza- Mokdumpur, J.L. No. 68

Name of the ULB: English bazar Municipality; **Year and Month of Establishment**: 10/12/2018;

Name of the organisation running SUH: Gour Road Accuracy

Date of Visit: 04/10/2023; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: there are 22 female inmates, 1 male inmate, 1 male and 1 female child in the shelter as of the date of visit and 10 inmates are above 60 years of age. Only 2 inmates were reintegrated with family in the last one year. 17 inmates are not engaged in any economic activities. Only 3 inmates are engaged in daily wage labour, 2 in begging and 3 in other jobs. Night survey was last conducted in August and SMC meetings are held every month and the last meeting was held on 14/09/2023 which 14 members attended.

Major Challenge: The major challenges in running SUH as reported by the manager of SUH is facing difficulty in maintaining adequate staff and getting proper and timely Government support for running the home. The fund that was earlier received from SUDA is now being received from the ULB and hence is not adding to the burden of the shelter home. However, the City Mission Manager expressed a desire to get funds and other aids from SUDA. It is suggested that livelihood opportunities be increased and diversified to include old people as well on the basis of their skill and capability.

Name of the Shelter Home: *Abhayashram;* **Shelter Capacity**: 50; **Current Occupancy:** 31

Address*:* Mouza: Khatpkur, jl. No. 59, P.S, Durgapur, District- Paschim Bardhaman

Name of the ULB: Asansol Corporation; **Year and Month of Establishment**: 27/06/2017;

Name of the organisation running SUH: Purbanchal Ananda Foundation

Date of Visit: 11/10/2023; **Date of Audit period:** 14th August- 13th November (1st quarter)

Characteristics: 25 inmates are female and 6 inmates are male including 3 male child and 2 female child. 13 inmates are above the age of 60. Many inmates have reintegrated to their families within a year. 2 inmates are engaged in various sorts of activities and 28 others are not engaged in any activities. Night surveys are not held regularly. SMC has been formed and the last meeting was held on September with 9 members

Major Challenge: The major challenge as reported by the manager, was to provide accommodation to various rescued homeless people. Since the home has completed 5 years, the ULB and CSR funds have been sustaining the home. A monthly amount of 30,000 INR is estimated to be the cost of running the shelter home, within which the ULB gives 25,000 INR and rest is from CSR. The City Mission Manager hopes for a 50% financial support from SUDA for meeting the expenses of the home.

Name of the Shelter Home: *Sukho Nir;* **Shelter Capacity**: 50; **Current Occupancy:** 36

Address: Jail road, ward no. 4, District- Nadia, pin- 741103

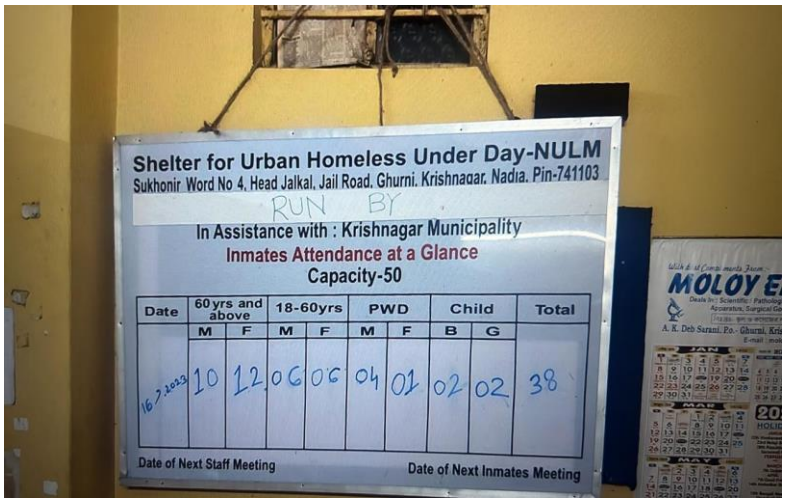
Name of the ULB: Krishnanagar Municipality; **Year and Month of Establishment**: 1/07/2017;

Name of the organisation running SUH: Krishnanagar Municipality

Date of Visit: 05/10/2017; **Date of audit period:** 14th August- 13th November (1st quarter)

Characteristics: 19 inmates are female and 16 inmates are male, including 1 male child and 2 female child respectively and 17 are above age of 60. Only 2 inmates were reintegrated with family in the last one year. 4 of the inmates work as daily wage labourers, 1 as a rag picker, 1 is engaged in odd jobs and 14 of the inmates earn their living by begging. 19 inmates are not engaged in any kind of activities. The shelter has not conducted any night surveys over the past several months. SMC was formed and the last meeting was held on 23/08/2023 which was attended by 4 members and inmates representative.

Major Challenge: The major challenge faced by the home is the lack of adequate funds and support from the Government as well as the NGOs. The funds are now being borne by ULB. The staff salary is reduced to half and staffs are hence leaving. The number of times non-veg food is given to the inmates have also reduced as a result of shortage of funds.



Name of the Shelter Home: *Sharanya Abason;* **Shelter Capacity**: 50; **Current Occupancy:** 34

Address: Ramkrishna Palley, Ward No. 7, Bangaon, North 24 Parganas

Name of the ULB: Bangaon Municipality; **Year and Month of Establishment**: 31/7/2017;

Name of the organisation running SUH: Bangaon Municipality

Date of Visit: 6/10/2023; **Date of audit visit:** 14th August- 13th November (1st quarter)

Characteristics: 26 inmates are female and 8 inmates are male, including 1 male child and 27 inmates are above age of 60. 2 inmates were reintegrated with family in the last one year. Two of them work as a daily worker, while the other 4 inmates are engaged in activities like working in shops, as a priest, as domestic help and one in engaged in art. Night surveys are conducted frequently and It has a SMC and the last meeting was on 20/9/2323; 9 members including 4 representatives of shelter inmates attended the meeting.

Major Challenge: The major challenges in running SUH reported by the manager of SUH is facing difficulty in finding private donors for the shelter home as 5 years tenure of the home has been completed. In addition, managers complained about low salaries and demanded a salary hike. The O&M cost (50,000 INR) has been discontinued and hence there are problems. The ULB is facing difficulties in providing the funds that affects the quality of food for the inmates, and paying the electricity bills.

Name of the Shelter Home: *Jana Kalyan Bhavan;* **Shelter Capacity**: 50; **Current Occupancy:** 35

Address: Ward 18, Jhilpar, Mouza Santipur, district- North 24 pargana

Name of the ULB: Midnapur Municipality; **Year and Month of Establishment**: 18/06/2018;

Name of the organisation running SUH: Midnapur Municipality

Date of Visit: 13/09/2023; **Date of audit visit:** 14th August- 13th November (1st quarter)

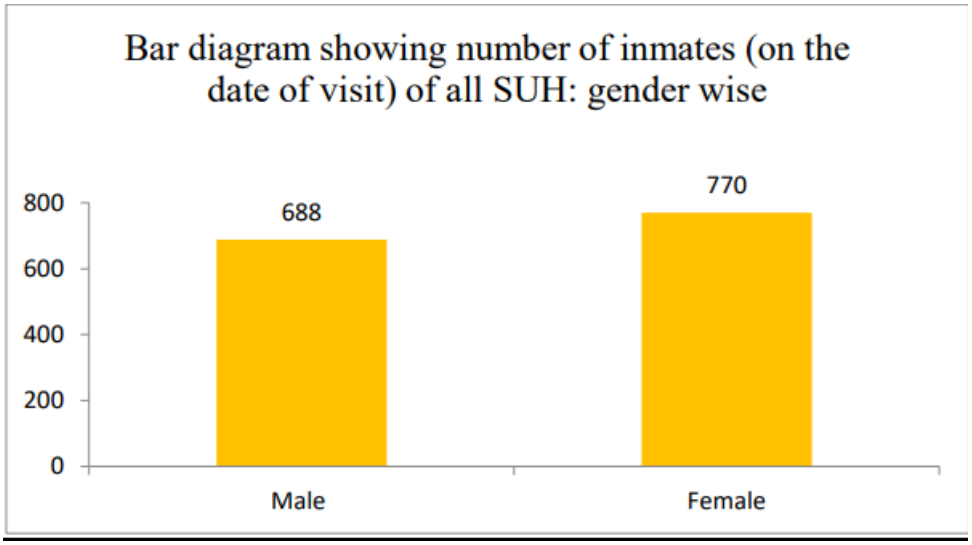
Characteristics: 23 inmates are female and 11 inmates are male and there is 1 male child while almost all the inmates (31) are above the age of 60. 3 inmates were reintegrated with family in the last one year. One of the inmate is engaged in daily labour, and three work in odd jobs. The rest of the inmates do nothing. Night surveys are conducted every month and the last SMC meeting was held on 29/8/2023 which 12 people attended.

Major Challenge: The significant challenges in running SUH as reported by the manager is facing difficulty in getting adequate funds since the O& M Fund Support has been discontinued. The fund received by ULB is insufficient for providing the inmates' food and other necessities like functioning Television, lights, etc. Moreover, the salary of the staffs is not being properly met due to discontinuation of funds by SUDA. The Scheme is for temporary shelter, which makes it difficult to keep inmates for a long time. There is also no fund for medical treatment of the inmates of SUH. The scheme should be revised to make it beneficial for long term inmates. Local NGOs and ULB should help in giving treatments to the inmates and providing for private donors.

Composite study of all the SUH

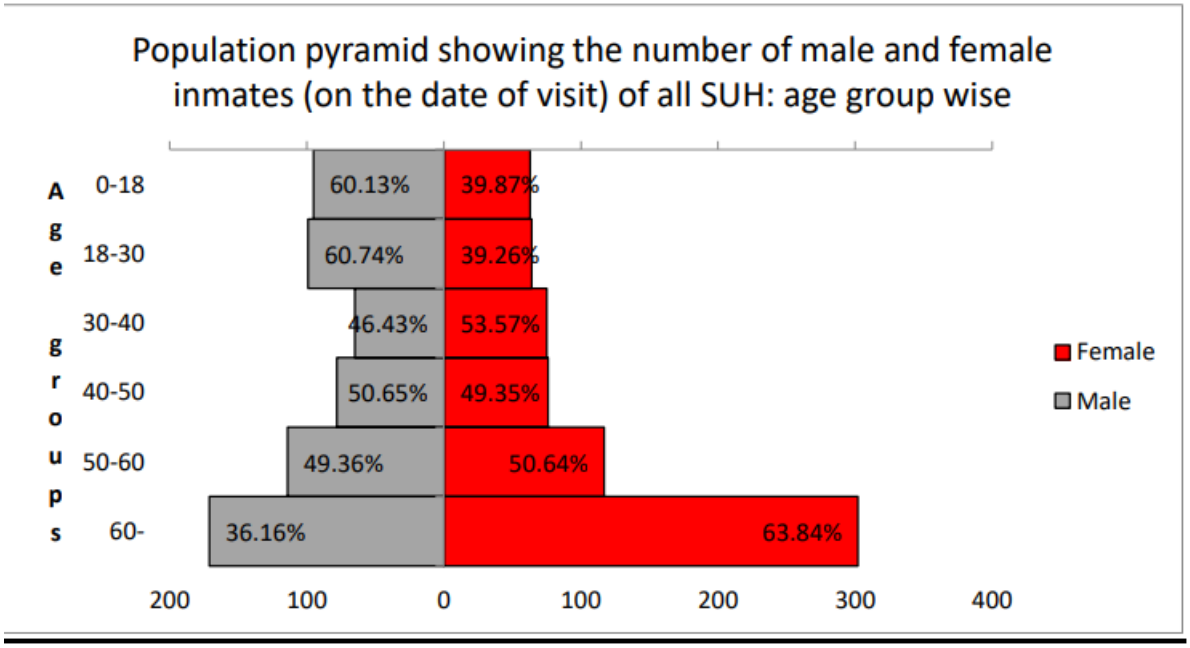
DEMOGRAPHY

- **Gender wise distribution of inmates of all SUH:**



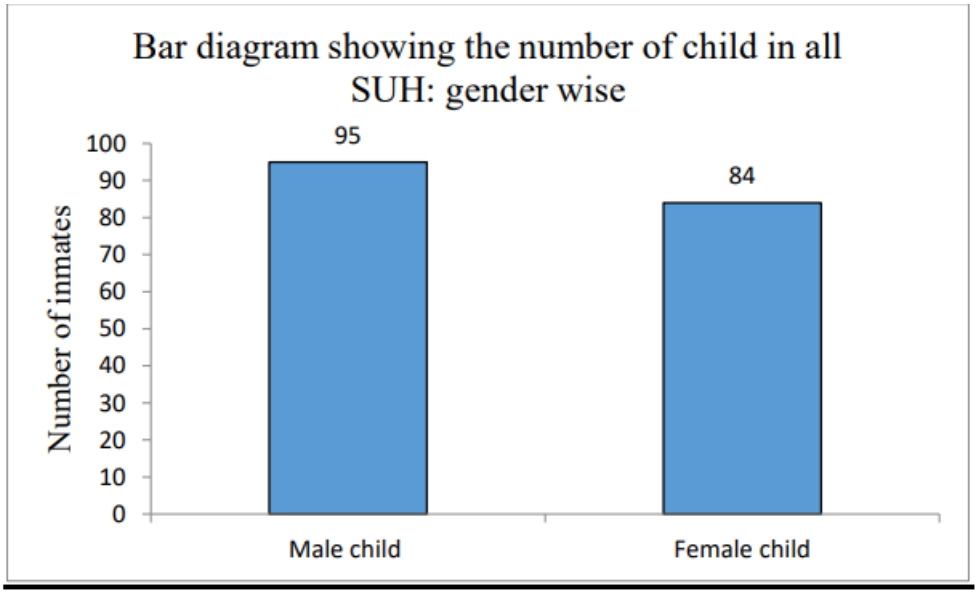
Remark: Number of females inmates are more than number of male inmates in all SUH. This indicates that the need of staying at SUH is higher in case of female inmates than male inmates.

- **Age group wise distribution of male and female inmates of all SUH:**



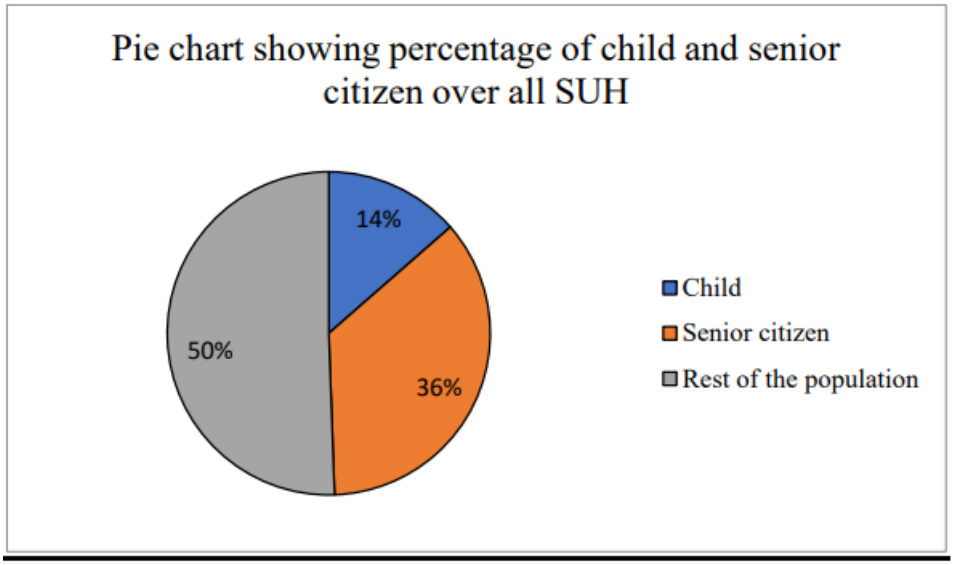
Remark: Population pyramid shows that for both male and female, **number of senior citizens is way higher than all other age groups.** For both gender, population has increased for the higher age groups.

- **Number of male child and female child in all SUH:**



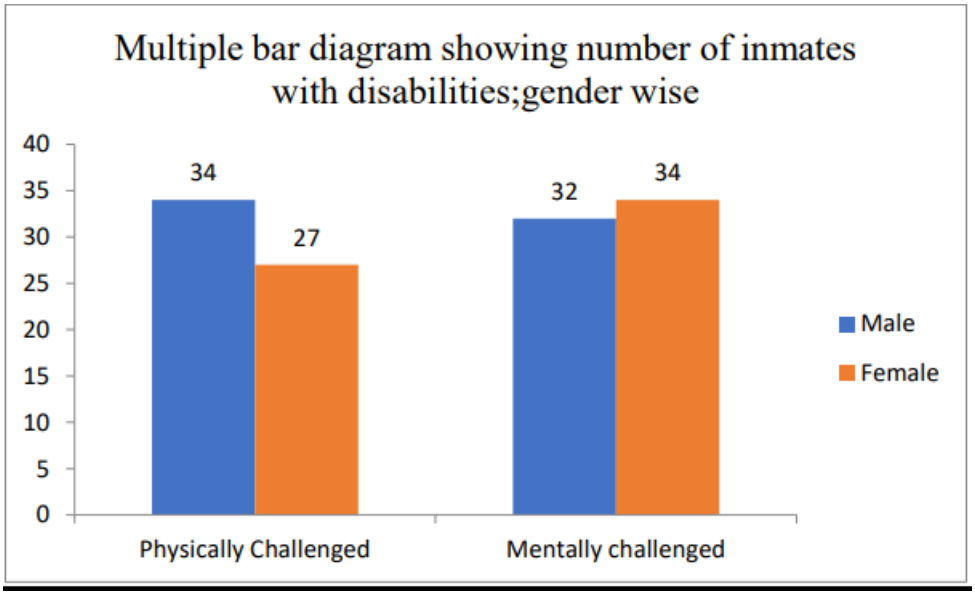
Remark: **Total male child over all SUH is more than total female child over all SUH.**

- **Child and senior citizen percentage in total population:**



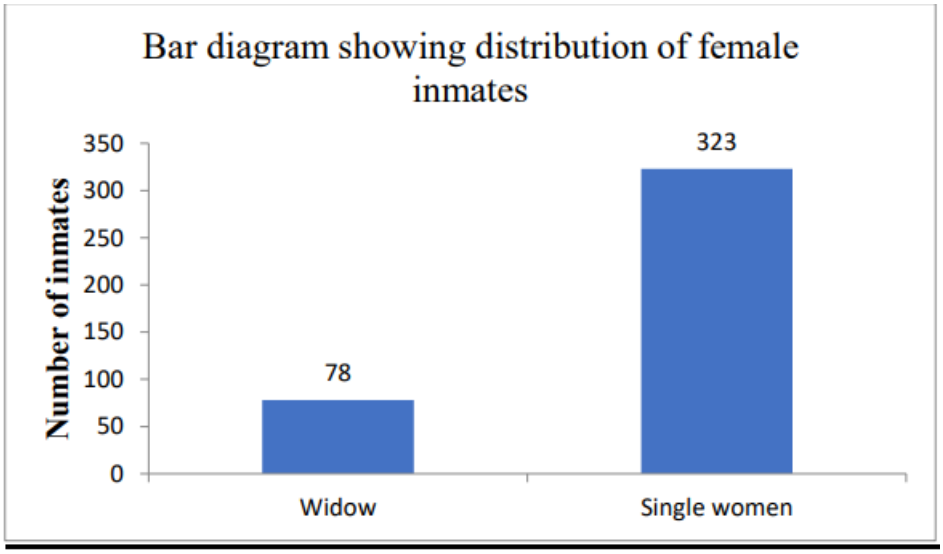
Remark: **Almost half of the total population is occupied by children and senior citizen**. The other half is occupied by middle aged persons.

- **Disabilities:**



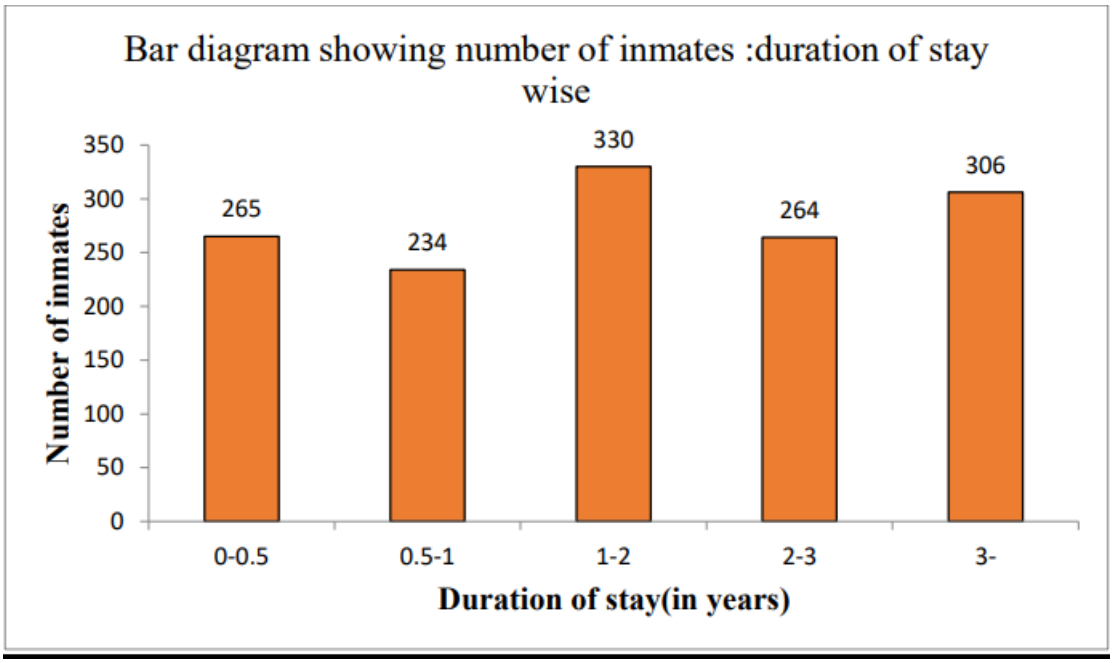
Remark: Number of physically challenged male is greater than number of physically challenged female over all SUH. Number of mentally challenged female is greater than number of mentally challenged male over all SUH.

- **Distribution of female inmates:**



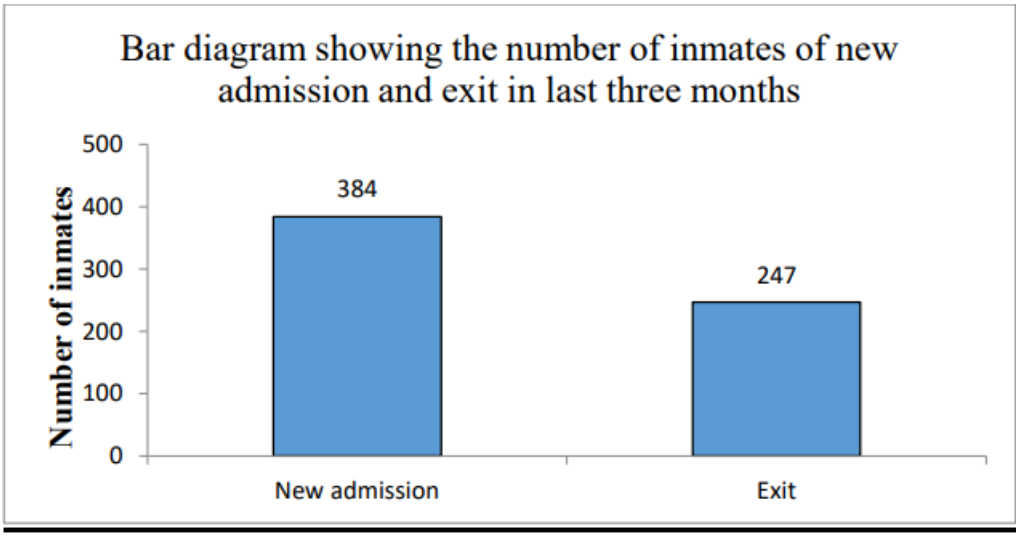
Remark: More than half of total female population is single woman**.**

- **Duration of stay:**



Remark: The most number of inmates are staying for 1-2 years and 3 years and above. This implies that the main goal of SUH is partially fulfilled. The aim of helping inmates to bounce back in their life is partially successful.

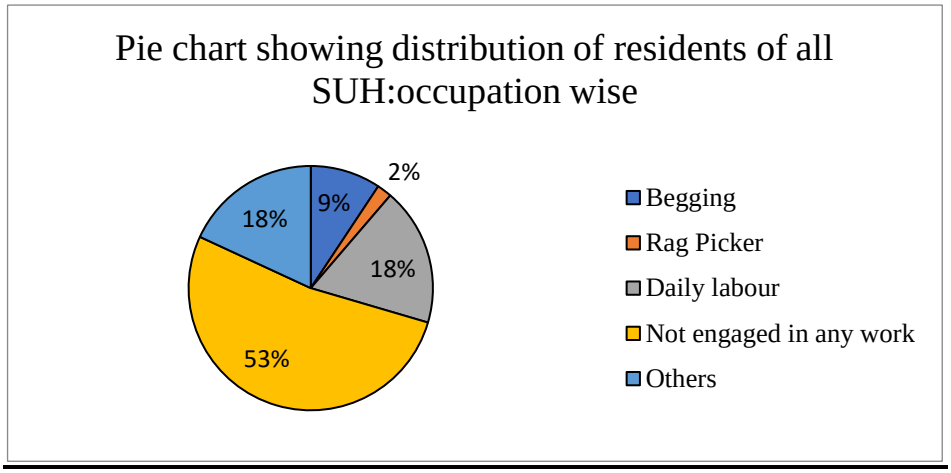
- **New admission and exit (in last 3 months):**



Remark: New admission in last three months in all SUH is more than total number of exit in last three months.

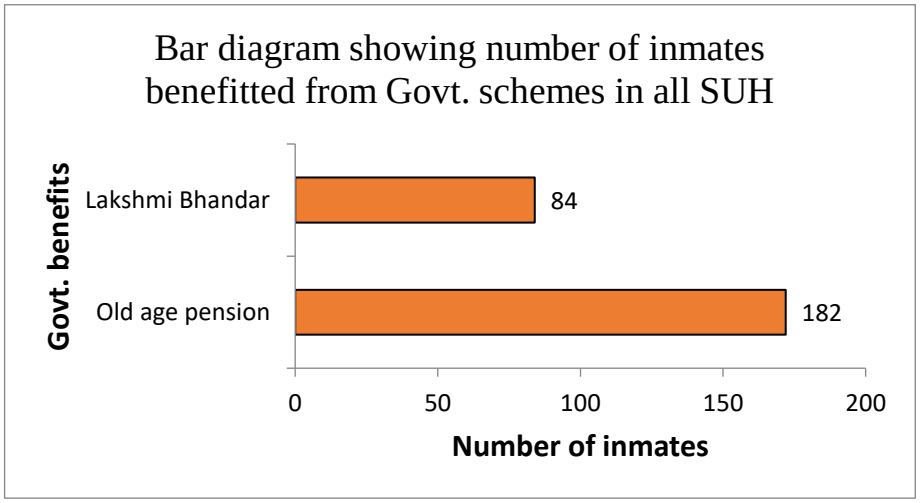
OCCUPATION

- **Occupation:**



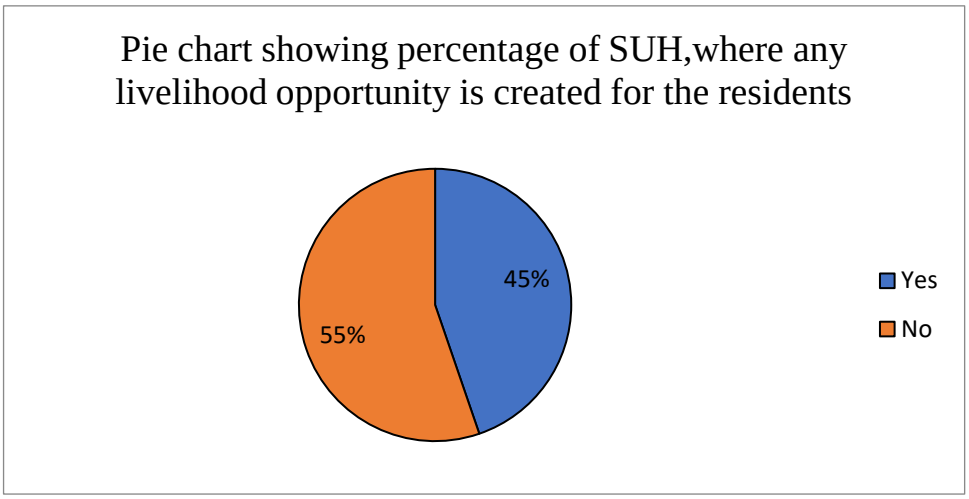
Remark: . **One-fifth of total population is working as daily labour. More than half of total inmates are not engaged in any work**. If, opportunities of any work can be arranged for all those inmates, they may get a chance to bounce back in their life. The purpose will be served properly for all those inmates.

- **Government benefits:**



Remark: There are total 473 people in old age category in all SUH. Among them 182 people are benefitted by old age pension. If the rest of the old age category inmates can get the benefit, it will be good.

- **Whether any livelihood opportunity is created for the residents:**

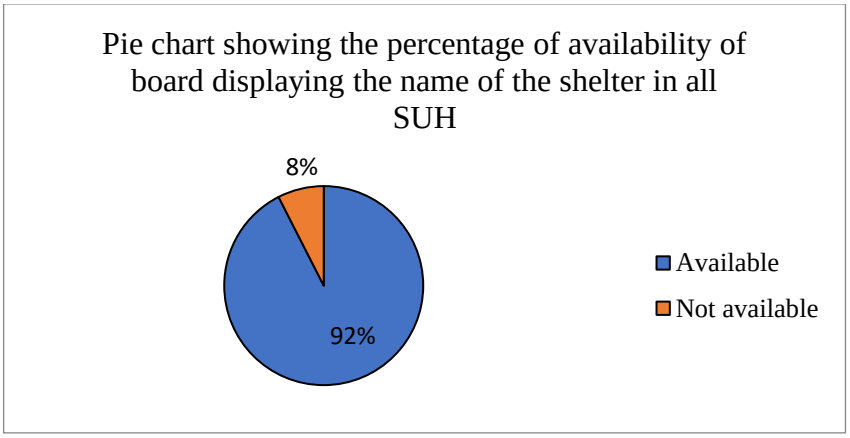


Remark:Creating livelihood opportunities is the utmost priority. It will help them to bounce back in their life. The main purpose of SUH in long run will be successful through this. In near about half of the total SUH, this opportunity is created which is quiet satisfactory. But, in rest 55% SUH, it is also necessary to create this opportunities, so that inmates can get help.

- **Total 691 inmates are not associated with any work. If we consider any one of the inmates of age group 60+ years and children do not contribute in any work force, then from statistical analysis it is seen that in 16 SUH, many inmates (who are not in 60+ age group and <18 age group) do not contribute in work force. Average number of this type of inmates per home is 10. Maybe they have some reasons in their support, but from statistical analysis it can be deduced.**

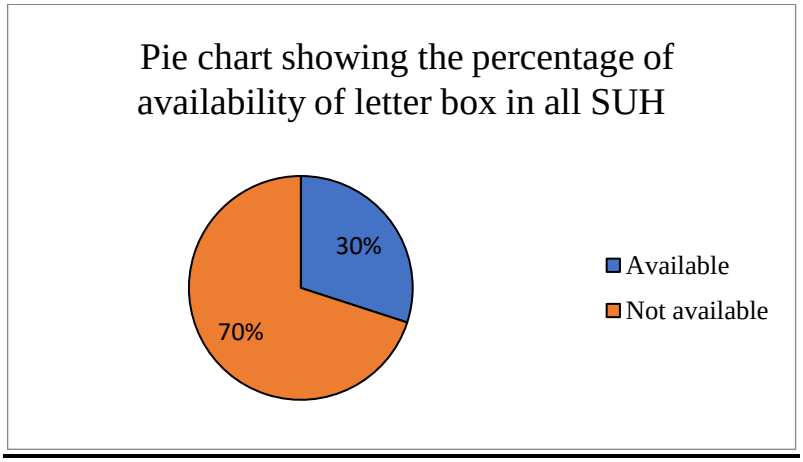
INFRASTRUCTURE

- **Name display board**:



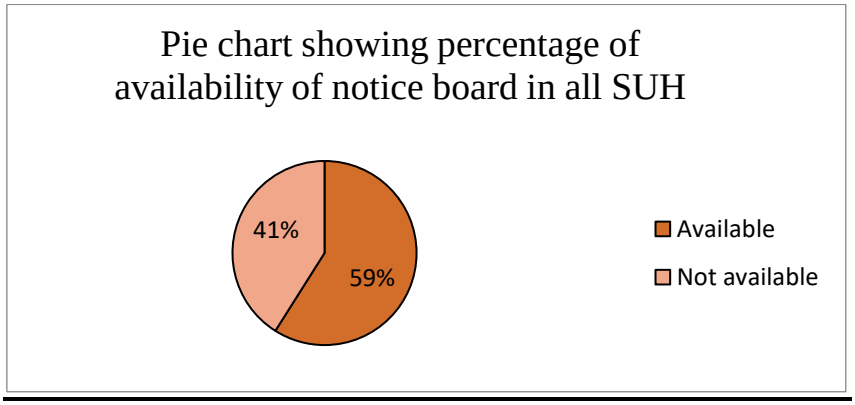
Remark: SUH name display board is available in most of the homes, **which is quite satisfactory.** Name display board with proper address is necessary for identification purpose of the respective home. If it can be arranged in rest all SUH, it will be excellent.

- **Letter Box:**



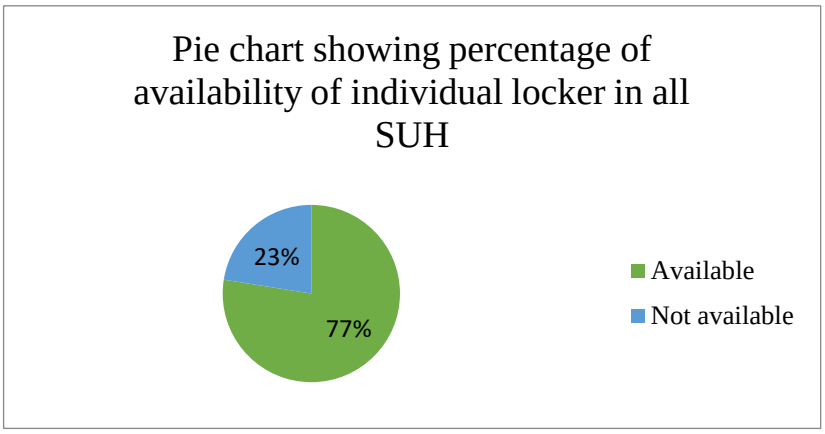
Remark: For communication purpose e-mails, whatsApp are used nowadays. But inmates of SUH may not be habituated with these ways of communication. So, letter box may be more convenient way for communication for the inmates of SUH**. It will be good enough if letter boxes can be available in rest 70% SUH.**

- **Notice board:**



Remark:Notice board is available in more than half SUH, which is satisfactory. Notice board is very much essential tool for conveying any information or message to inmates within the SUH. It is not available in 41% SUH. To run smoothly any SUH, it is necessary tool. Hence, if notice board can be available in rest 41% SUH, it will be very much helpful for all residents.

- **Individual locker:**

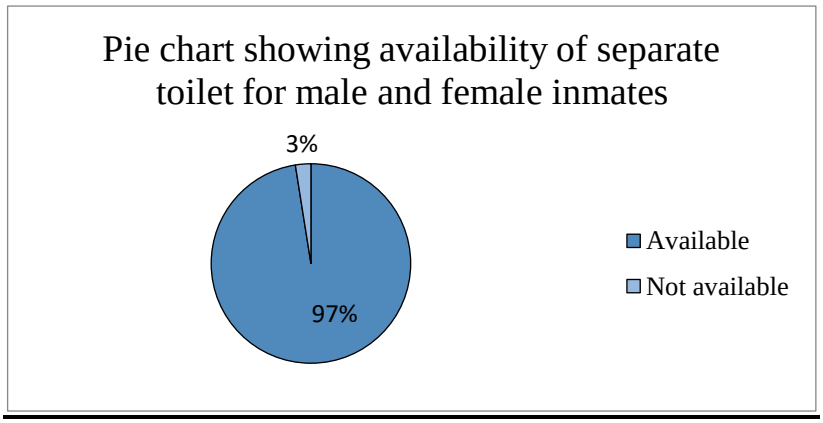


Remark: In an SUH, to secure the safety of personal belongings of each and every inmate is an utmost priority. The residents should feel safe about their personal objects. That's why individual locker is necessary. More than three-fourth SUH, this facility is available, which is very much satisfactory. If it can be arranged for rest of the SUH, it will be very much beneficial for inmates.

- **Separate sleeping place for male and female inmates:**

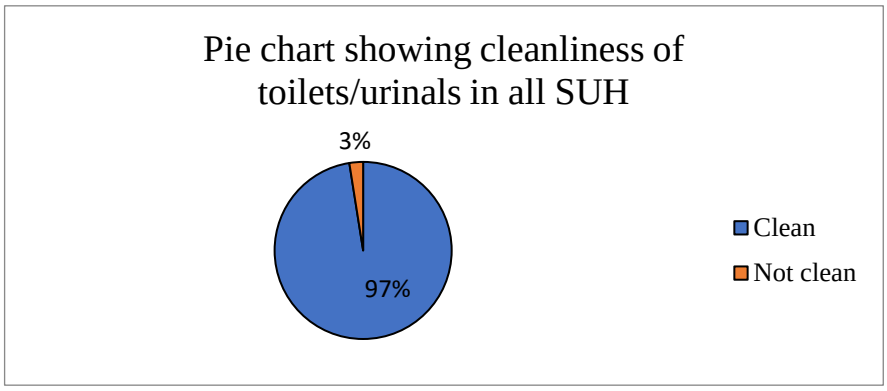
Remark:As per collected data, in all SUH, separate sleeping places are available for male and female inmates, which is excellent and impressive work from all SUH managements.

- **Separate toilets/ urinals for male and female inmates:**



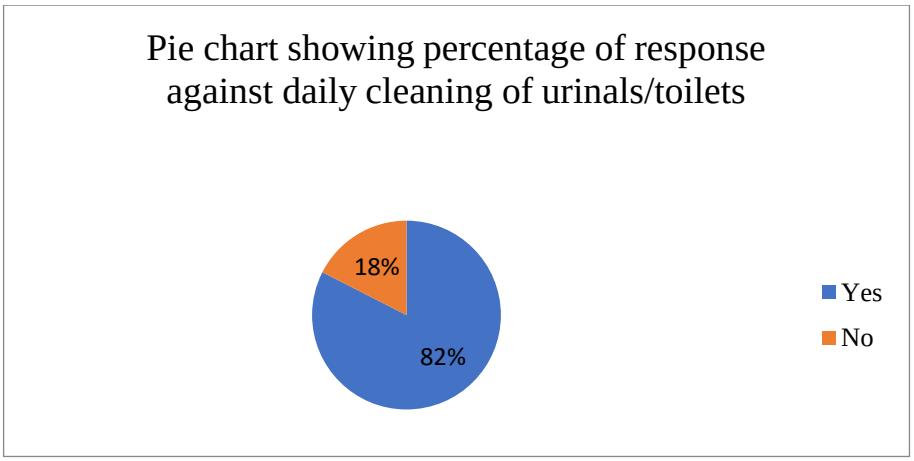
Remark: **Separate toilets for male and female is available in almost every SUH for convenience of all residents of SUH**, which is very much satisfactory. It will be good if it can be available in rest 3% SUH.

- **Cleanliness of urinals/ toilets**



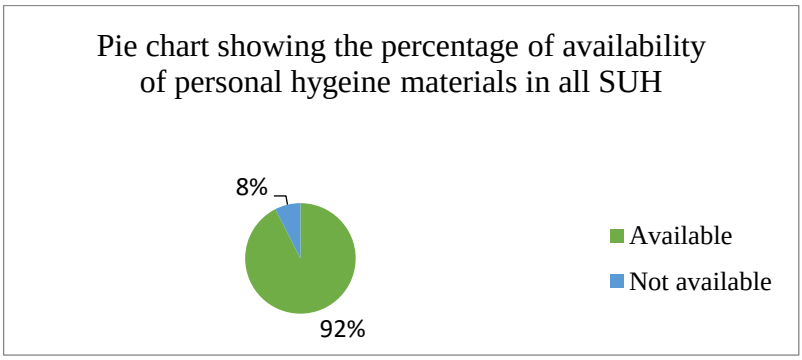
Remark: Maintaining cleanliness in toilets should be top most priority in an SUH. **Toilets/ urinals are almost clean in every SUH**, this is impressive. Only 3% SUH's toilets are not clean. To maintain proper hygiene it is needed to be clean.

- **Daily cleaning of urinals/toilets:**



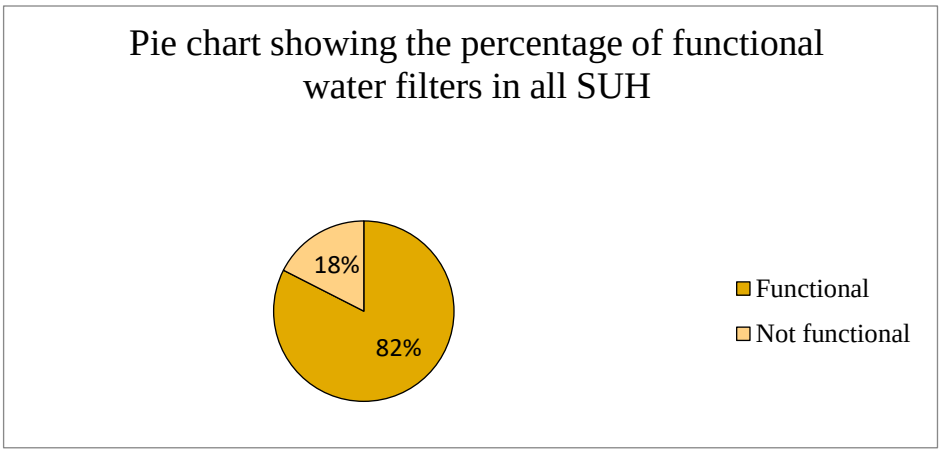
Remark:**In most of the SUH, toilets are clean every day.** But for maintain hygiene each and every toilet/urinal of all SUH should be clean regularly. In 82% USH, it is cleaned daily, which is quiet good, but it will be great if all USH management try to clean it daily in sake of hygiene.

- **Availability of personal hygiene materials**:



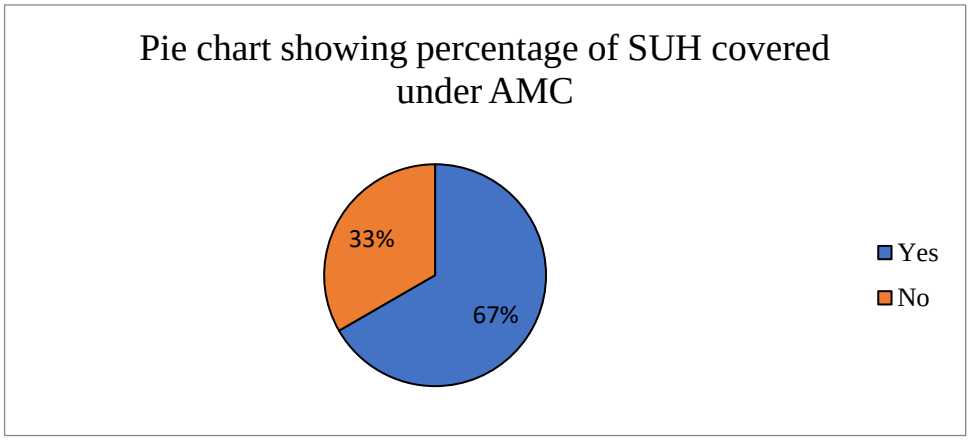
Remark: Personal hygiene materials are provided by the SUH management, in 92% cases, **which is very much satisfactory**. In rest 8% SUH, to prevent the spread of disease among residents by using same materials/ toiletries, this matter is needed to take care.

- **Water filter functionality**:



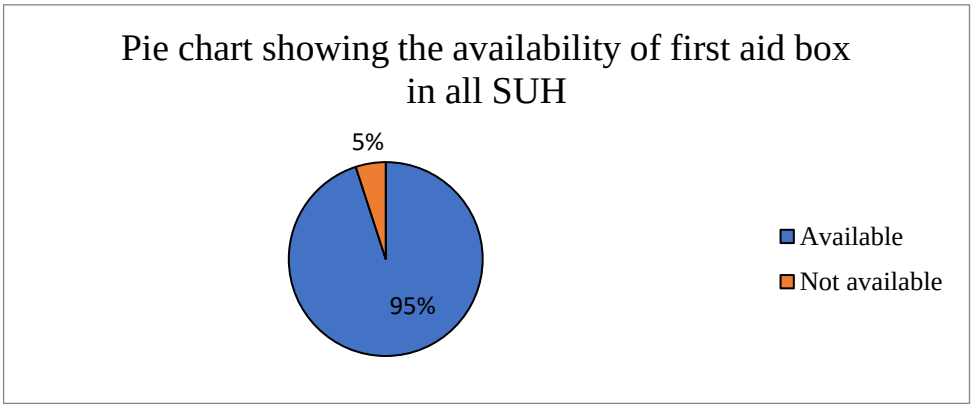
Remark: Water filter is an necessary item for daily living. **It is functional in most of the SUH.** Residents in that rest 18% SUH, can be affected by drinking impure water. This can reciprocate the health situation of resident of SUH. Water filters are needed to be functional on immediate basis on those SUH.

- **AMC coverage**:



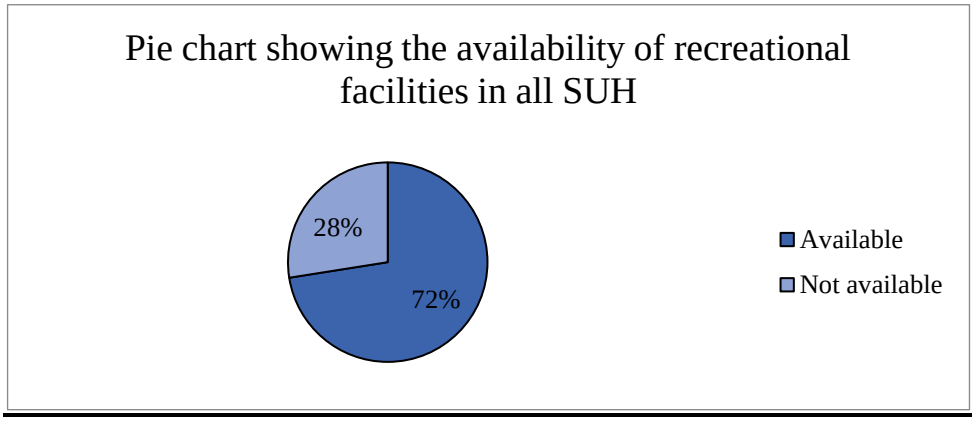
Remark: Annual maintenance contract is a great way to cover basic services on products of SUH. Two- third shelter urban homes are covered under AMC, which is satisfactory. Financially AMC cover is very much beneficial; hence rest all SUH need to be covered under SUH.

- **First Aid Box**:



Remark: First aid box is an essential item in every SUH. For treating any mild injury it is very much necessary item. In almost every SUH it is available, which is quiet impressive. Only in 5% SUH, it is not available. First aid box is needed to be available there on immediate basis.

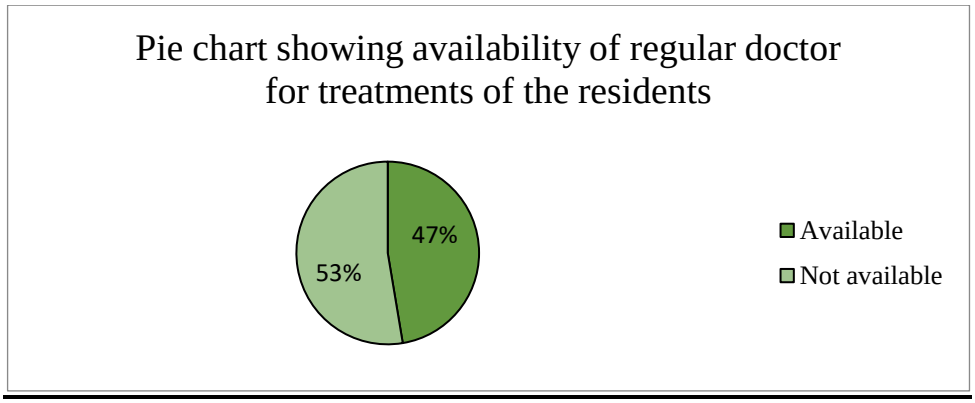
- **Recreational facility:**



Remark: Recreational facilities are available in almost three-fourth of all SUH,which is satisfactory. It will help to boost the mental state of the residents and to increase harmony between the inmates. So, if possible, recreational facilities can be available in rest 28% SUH.

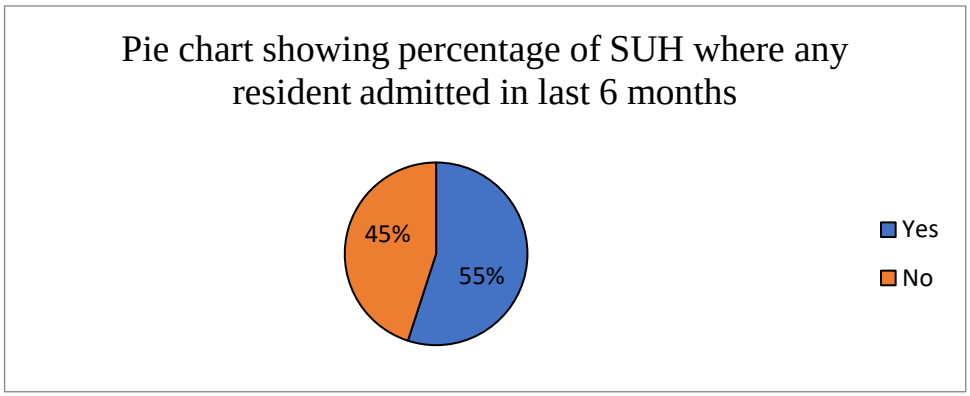
SERVICES PROVIDED

- **Availability of regular doctor for treatments of the residents:**



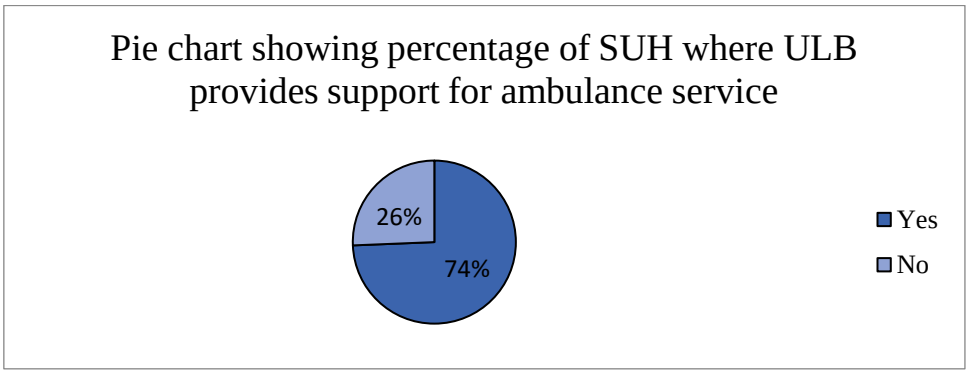
Remark: From the demography of all SUH it is clear that, total number of child and senior citizen are half of the total population. Hence, regular doctors for residents are needed. In near about half of the SUH have this facility. It is needed to be available in rest SUH also.

- **Whether any resident admitted in hospital in last 6 months:**



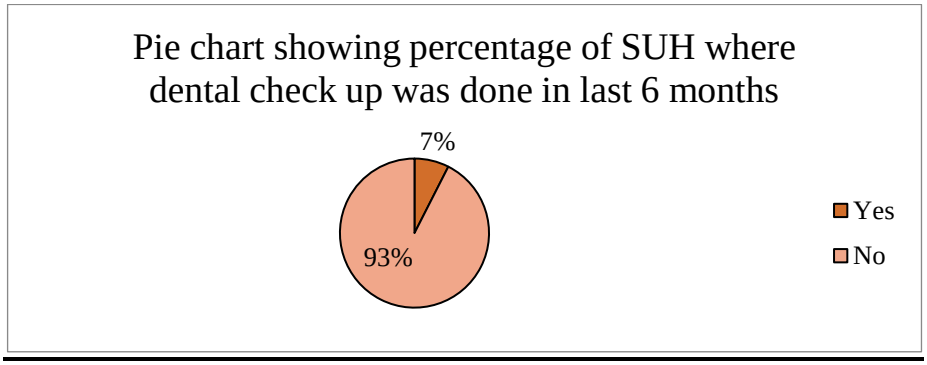
Remark: **In more than half SUH, at least one resident was admitted in hospital in last six months.** Keeping in mind, the population share of child and senior citizen over the total population precautions are needed to be taken by the management and ambulance services are needed to be available on emergency basis.

- **Whether ULB provides support for ambulance services:**



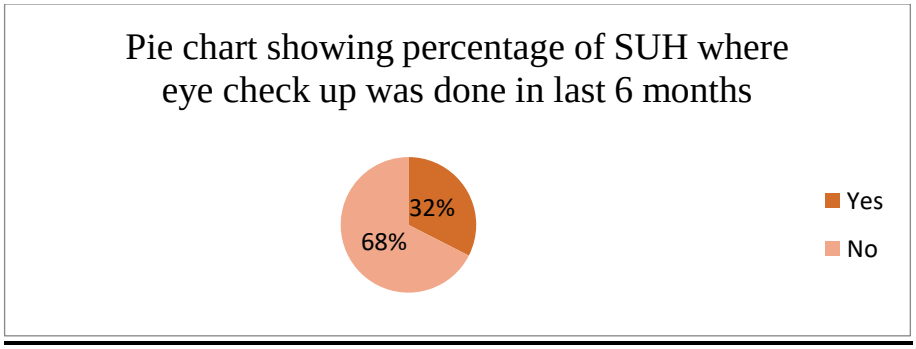
Remark: In near about three-fourth SUH, ULB provides support for ambulance service which is quiet satisfactory. Since, senior citizens and children are near about half of the total population and looking at hospital admission record of last six months, if ULB can provide support regarding ambulance service to the rest one-fourth SUH, it will be very much beneficial for residents of those SUH.

- **Whether any dental check up was done in last 6 months:**



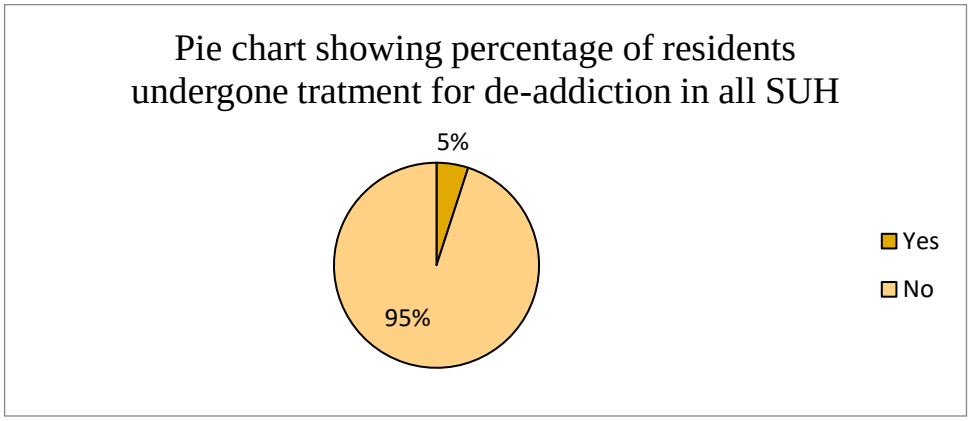
Remark: Dental check up was done in almost all SUH, which is excellent. To improve the dental condition a constant monitoring is needed. Hence, if it can be arranged in rest SUH, it will be good enough.

- **Whether any eye check up was done in last 6 months:**



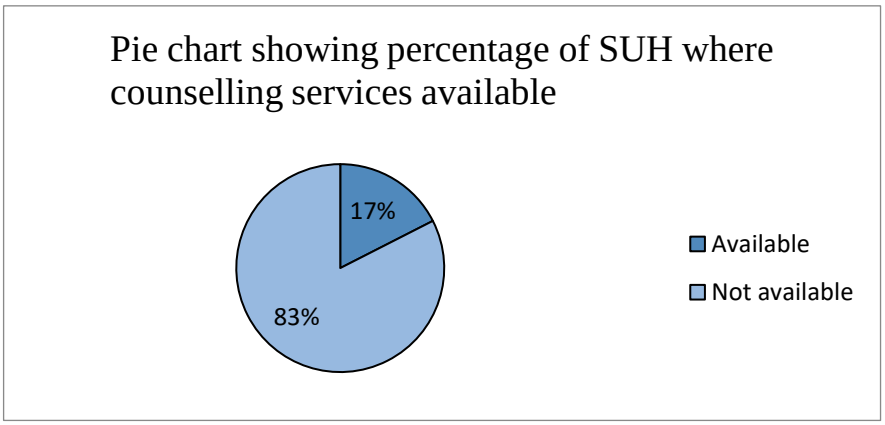
Remark: Dental check up was done in one-third SUH. Near about one-third residents of total population are senior citizens. Hence, if it can be arranged in rest two-third SUH, it will be good enough.

- **Whether any resident undergone treatment for de-addiction:**



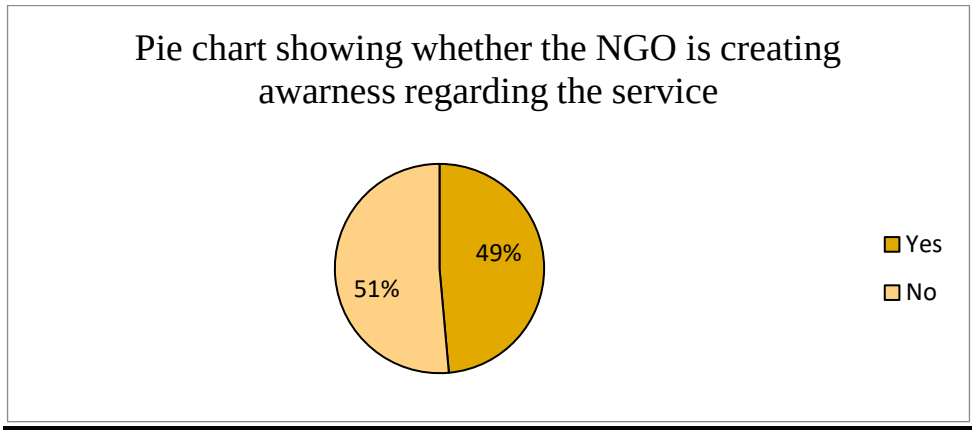
Remark: Almost in all SUH, residents did not undergo treatment for de-addiction. 1% of total population is addicted to alcohol. In 5% SUH, residents did undergo treatment for de-addiction, which is excellent.

- **Counseling services:**



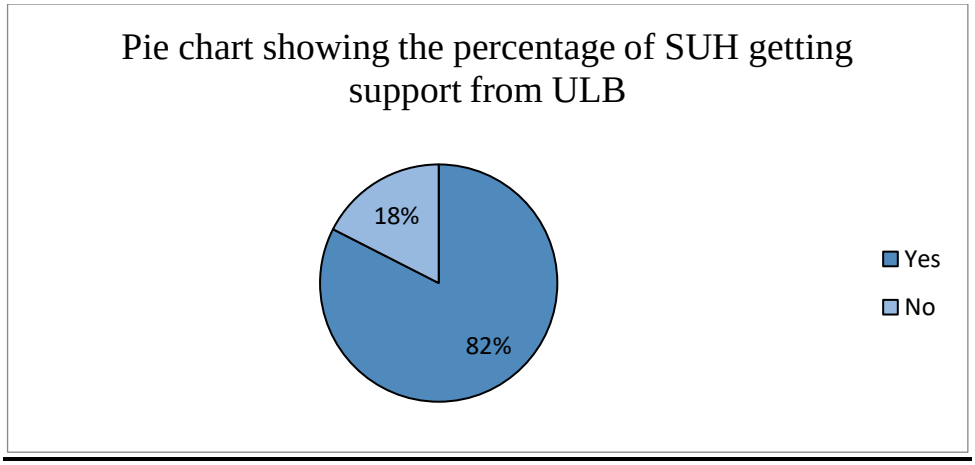
Remark: Counseling services are provided to near about one-fifth SUH, which is quiet good. To heal the mental condition of inmates of rest SUH, if it can be arranged it will be excellent.

- **Whether the NGO is creating awareness regarding the service:**



Remark: **In half of the SUH, NGO is creating awareness regarding the service, which is quiet satisfactory.** To maintain a smooth running of the SUH, awareness should be created among inmates in rest half SUH also.

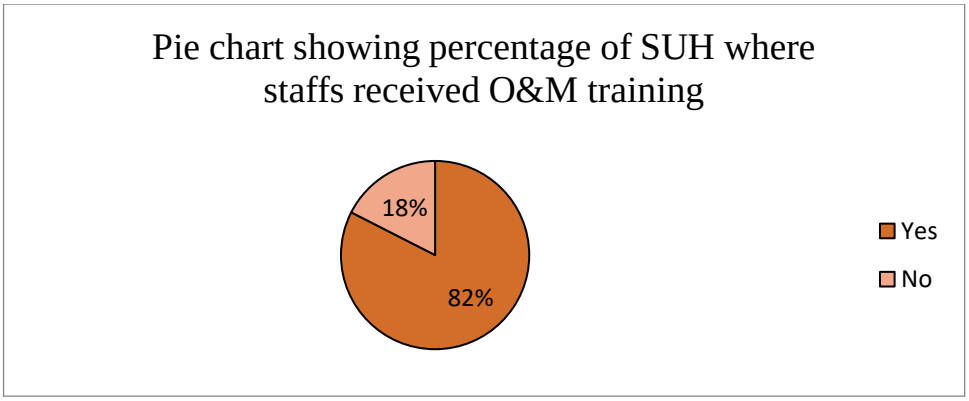
- **Whether any support is received from ULB:**



Remark: For getting emergency services and to run properly the SUH, support from ULB is necessary. **In majority SUH, ULB provides support. In rest 18% SUH, support is also needed from ULB for running it properly.**

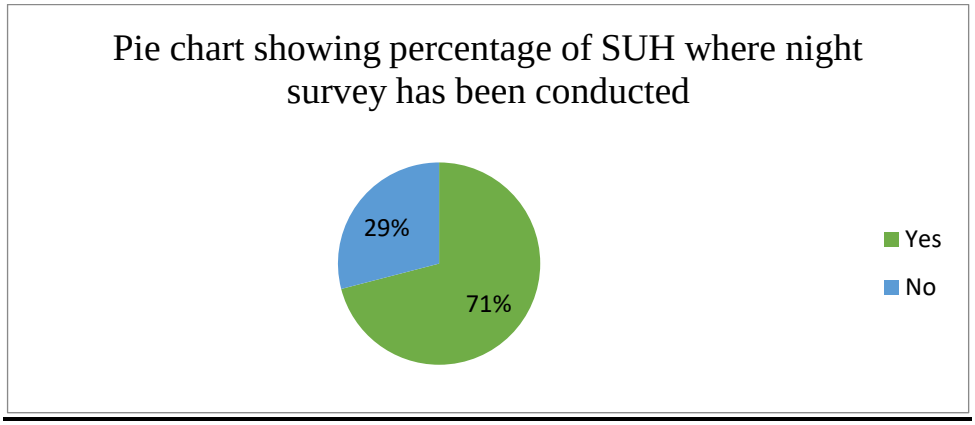
SAFETY MEASURES

Whether staffs of SUH received training for O&M :



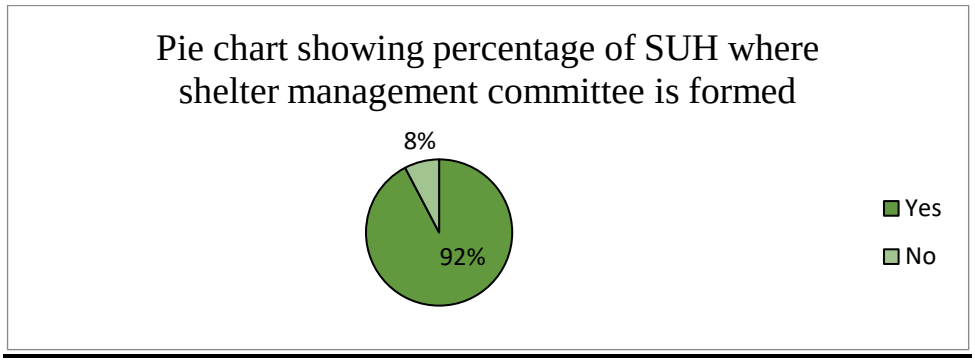
Remark: In four-fifth SUH, staffs received O&M training. This will help staffs to run SUH more smoothly. Hence, inmates will be beneficial. So, if in rest 18% SUH, it can arranged it will indirectly help the residents.

- **Whether the night survey has been conducted:**



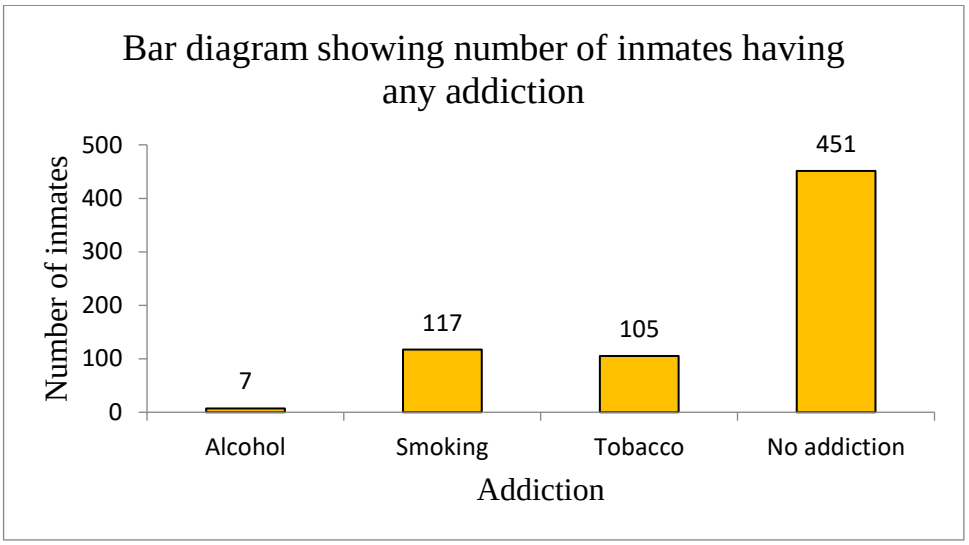
Remark: **Securing safety of the inmates of SUH is the utmost priority**. Night survey is conducted in more than two-third SUH. To increase the safety of inmates it is needed in rest one-third SUH also.

- **Whether the shelter management committee is formed:**



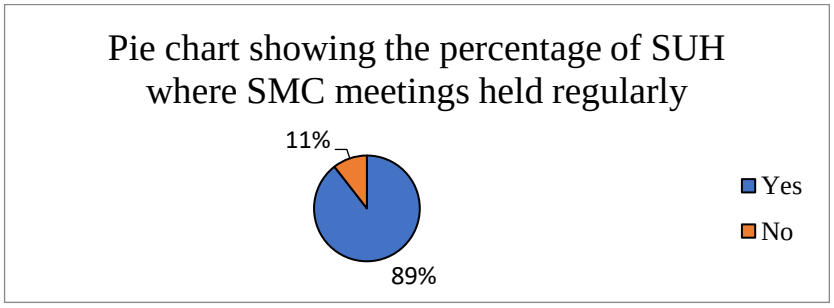
Remark: In almost every SUH, shelter management committee is formed. This is excellent initiative for running the SUH properly. It will be complete if it is formed in rest 8% SUH.

- **Addiction:**



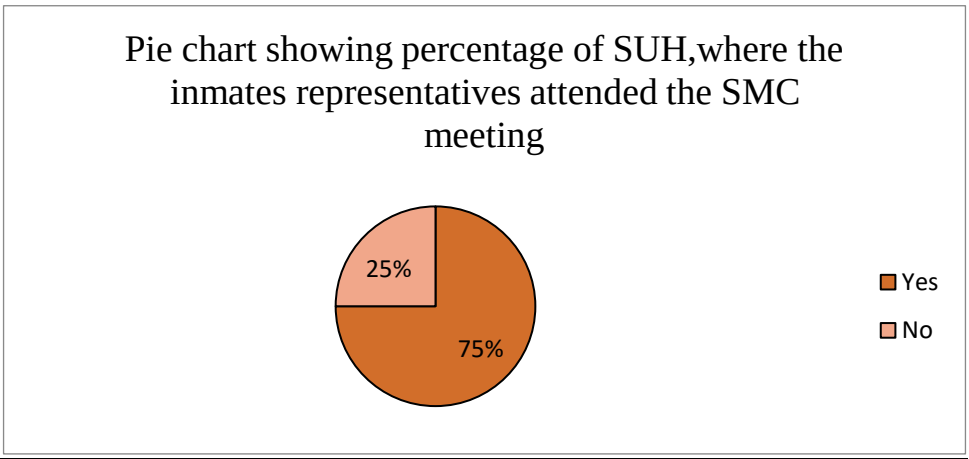
Remark: Majority of the total population does not have any addiction. Among rest inmates smoking and tobacco are main two addictions of the residents.

- **Whether SMC meetings held regularly:**



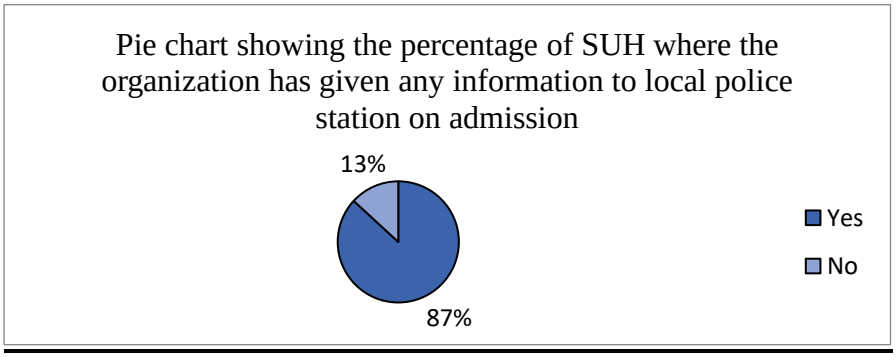
Remark: SMC meetings are necessary for taking decision about SUH. Also it will help tracking and solving about the grievances of all inmates. SMC meetings are held in most of the SUH, which is very much satisfactory. If it is held in rest 11% SUH, it will help the inmates.

- **Whether the inmates representatives attend the meeting of SMC:**



Remark: In three-fourth SUH, SMC meetings are attended by inmate's representatives, whicjh is satisfactory. For the sake of well being of inmates, if rest inmate's representatives can attend the meeting it will be good enough.

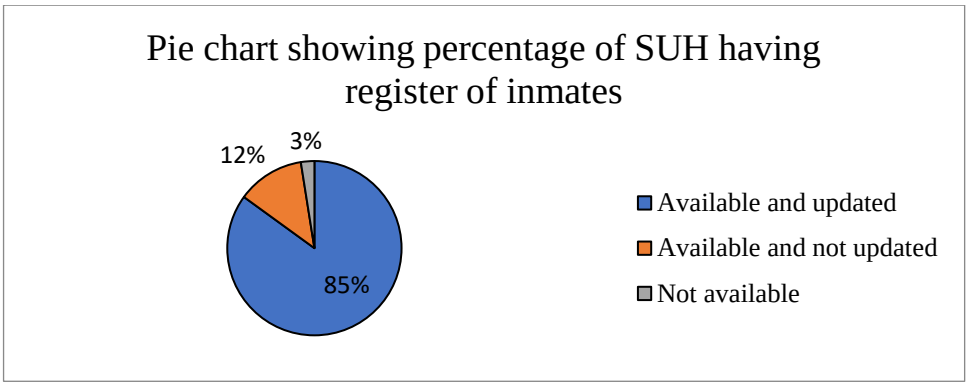
- **Whether the organization in SUH has given information to local police station on admission:**



Remark: To maintain proper safety of the inmates and maintaining proper law and order, informing local police station on admission is very much necessary. In case of most of the SUH, information is given to local police station. But, it is very much necessary for rest 13% SUH on immediate basis.

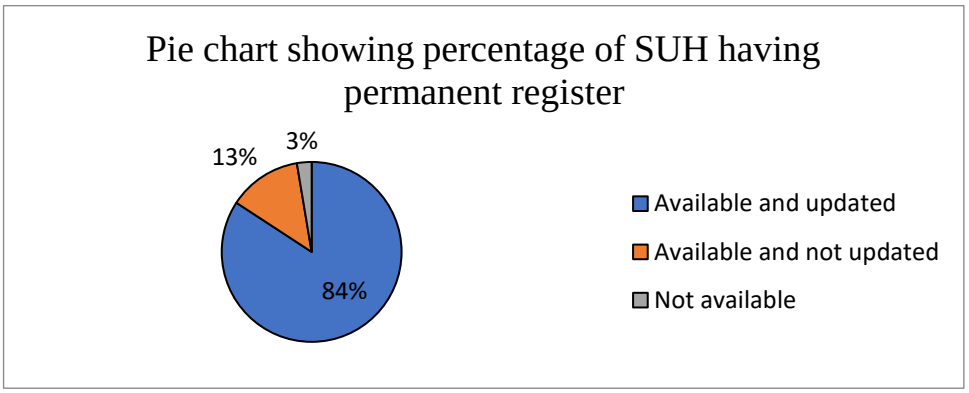
MAINTENANCE OF REGISTERS

- **Register of inmates:**



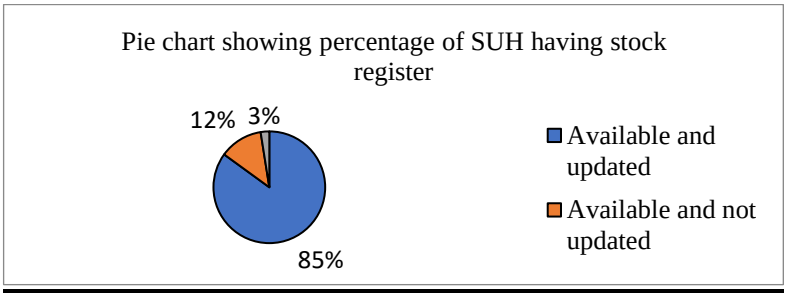
Remark: In most of the SUH, register of inmates are available and updated. To maintain proper records, it is necessary to make it available in 3% SUH and make it updated in 12% SUH.

- **Permanent register:**



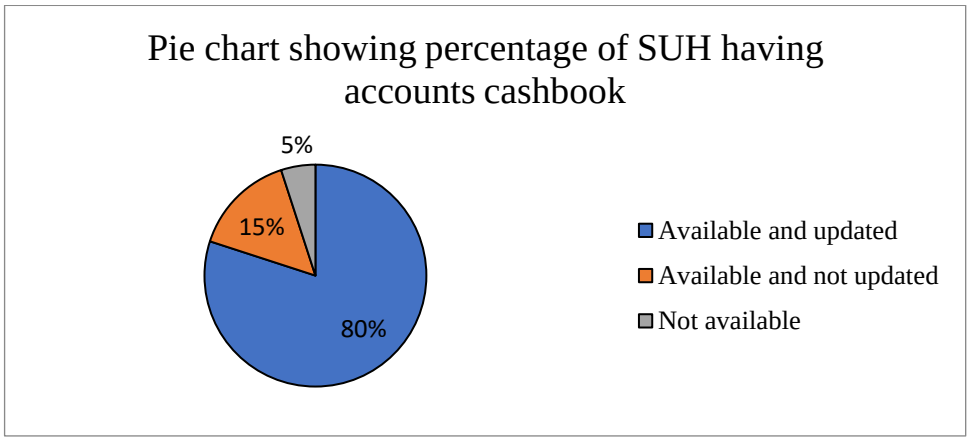
Remark: In most of the SUH, permanent registers are available and updated. To maintain proper records, it is necessary to make it available in 3% SUH and make it updated in 13% SUH.

- **Stock Register:**



Remark: In most of the SUH, stock registers are available and updated. To maintain proper records, it is necessary to make it available in 3% SUH and make it updated in 12% SUH.

- **Attendance registers:** Attendance registers necessary for daily attendance are available in all SUH, which is excellent.
- **Accounts cashbook:**



Remark: In most of the SUH, accounts cashbooks are available and updated. To maintain proper records, it is necessary to make it available in 5% SUH and make it updated in 15% SUH.

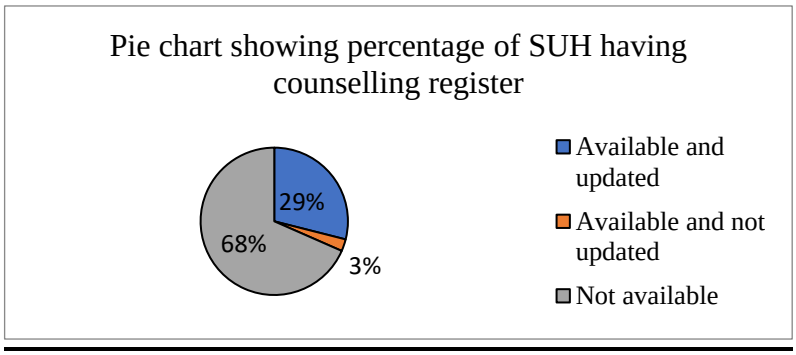
- **Staff attendance register:**

Remark: In all SUH, staff attendance register is available. Out of them 90% is updated, which is excellent. It will be complete if it is updated in rest 10% SUH.

- **Health registers:**

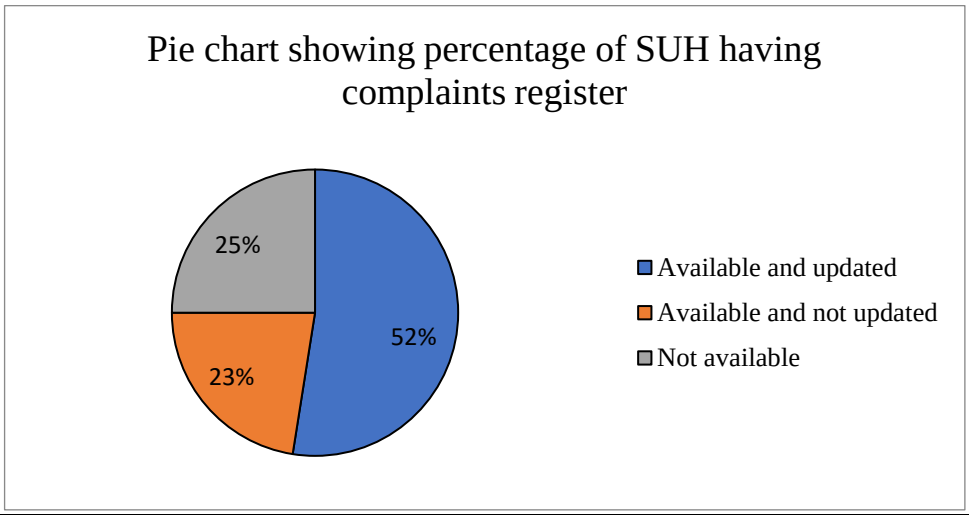
Remark: In almost all SUH, staff attendance register is available. Out of them near about 90% is updated, which is excellent. It will be complete if it is updated in rest 10% SUH.

- **Counseling register:**



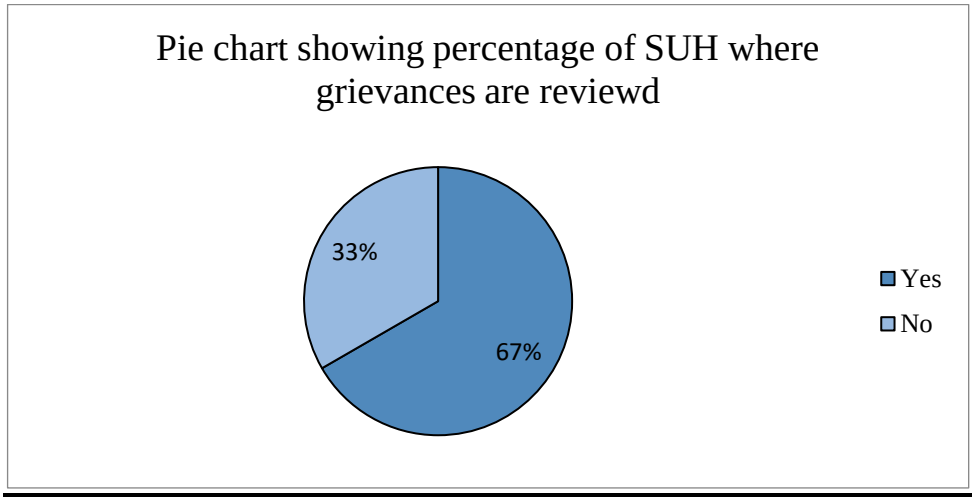
Remark: In two-third SUH, accounts counseling registers are not available. To maintain proper records, it is necessary to make it available in in those SUH and make it updated in 3% SUH.

- **Complaints register:**



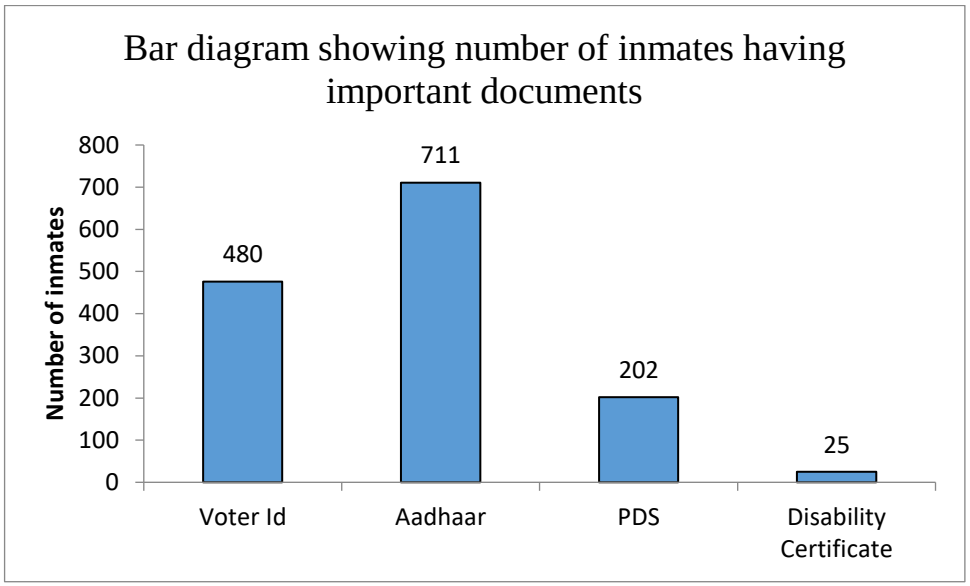
Remark: In more than half of the SUH, complaints registers are available and updated, which is satisfactory. To maintain proper records, it is necessary to make it available in 25% SUH and make it updated in 23% SUH.

- **Whether the grievance are reviewed:**



Remark: In two-third SUH, grievances are reviewed, which is satisfactory. To solve the problems of inmates, these are needed to be reviewed on a regular basis. It will be excellent, if it can be reviewed in rest one-third SUH.

- **Aadhar card, Voter card,PDS and disability certificate:**



Remark: Most of the inmates are having Aadhar card and voter card.

Performance grading of all SUH

SL. NO.	NAME OF DISTRICT	NAME OF ULB	Name of the SUH	Average grade score	Grade category
1	Kolkata	Kolkata Municipality	Amar Ashroy unit-I(RNL force)	8.42	Average
2	Hooghly	Tarakeshwar Municipality	Shanti Neer(Maya foundation)	8.45	Average
3	Kolkata	Kolkata Municipality	Amar Ashroy unit-II(RNL force)	9.07	Average
4	North 24 parganas	Dumdum Municipality	Swapno Neer	10.91	Average
5	North 24 parganas	Titagarh Municipality	Mamatalya	13.7	Above average
6	Paschim Bardhaman	Asansol Municipality	Ashray (Depo Para) (Maya foundation)	14.54	Above average
7	Coochbehar	Coochbehar Municipality	THIKANA(Cooch Behar)	15.58	Above average
8	Kolkata	Kolkata Municipality	Gauri Bari(GB Bads)	15.7	Above average
9	Nadia	Kalyani Municipality	Nirhara	15.95	Above average
10	Nadia	Krishnanagar Municipality	Sukhonir	17.29	Good
11	Uttar Dinajpur	Islampur Municipality	IslampurAshroy(Islampurmunicipaliy)	17.29	Good
12	North 24 pargana	Halisahar Municipality	Ramprasad Awas	17.81	Good
13	Kolkata	Kolkata Municipality	Kalighat Unit I(Maya foundation)	17.87	Good
14	Nadia	Gayeshpur Municipality	Protyee	18.58	Good
15	North 24 parganas	Naihati Municipality	Ananda Niketan	18.67	Good
16	PurbaBardhaman	Katwa Municipality	Katwa-Thikana	18.9	Good
17	Paschim Bardhaman	Asansol Municipality	AsrayKulti(Maya foundation,Kolkata)	19.08	Good
18	Murshidabad	Jiagang-AzimganjMunicipality	Valobasa(ULB,SELF)	19.45	Good
19	North 24 parganas	Bangaon Municipality	Ananda niketan	20.04	Very Good
20	North 24 Parganas	MadhyamgramMunicipality	Sandhya Neer	20.16	Very good

SL. NO.	NAME OF DISTRICT	NAME OF ULB	Name of the SUH	Average grade score	Grade category
21	South 24 parganas	Rajpur Sonarpur Municipality	NIBEDITA BHABAN(Aastha Jadavpur)	20.16	Very good
22	Hooghly	Arambagh Municipality	ARAMBAGH BHABAGHURE BHABAN	20.25	Very good
23	Jalpaiguri	Jalpaiguri Municipality	ASHRAY	21.12	Very good
24	North 24 Parganas	Barasat Municipality	EKANTA APON	21.15	Very good
25	PurbaMednipur	TamraliptaMunicipality	Santinikatan(PRAN)	21.20	Very good

26	Howrah	Howrah Municipality	Howrah GhoreFera	21.45	Very good
27	Bankura	Bankura Municipality	Shanti Neer(FSPA NGO)	22.50	Very good
28	North 24 parganas	Habra Municipality	Vivekananda Bhavan	22.50	Very good
29	Paschim Bardhaman	Durgapur Municipality	Abhayashram(Purbachalananda foundation)	22.62	Very good
30	Kolkata	Kolkata Municipality	Kolkata Municipal Corporation, Kalighat Unit-II(Aastha Jadabpur)	23.04	Very good
31	Malda	English Bazar Municipality	ANUBHAV	23.45	Very good
32	Hooghly	Chandernagore Municipality	SUH-VIVEKANANDA ABASAN(Maya Foundation)	23.50	Very good
33	Paschim Mednipur	Mednipur Municipality	Janakalyan Bhavan	23.87	Very good
34	South 24 parganas	Mahestala Municipality	ABAS (Garden reach bangle basti academic development society)	24	Very good
35	Nadia	Santipur Municipality	DISHARI (Maya foundation)	24.375	Excellent
36	Bankura	Bishnupur Municipality	Aniket	24.54	Excellent
37	Murshidabad	Berhampore Municipality	NABANIR(PRAN)	24.9	Excellent
38	Paschim Bardhaman	Asansol Municipality	ASHRAY, Jamuria, Paschim Bardhaman(Purbachalananda foundation)	25.91	Outstanding
39	Paschim Medinipur	Kharagpur Municipality	Swapna Neer	26.95	Outstanding
40	Kolkata	Kolkata Municipality	ASHRAY(PRAN)	27.4	Outstanding

Methodology:

We have selected twelve categories (as per performance criteria) and observed the responses against those twelve categories. Those categories are **health factors**, **SMC, daily essential needs, occupancy percentage, night survey records, safety measures, livelihood status,reintegration to the family, benefits from Govt. Schemes, existence of kitchen, net outgo, register books. The total score taken was 40 since the rank was based on 40 shelter homes.**

we have assigned a category grade score to all SUHbased on ranking methodology. After that, we have calculated an average of all category grade score and finally have assigned an average grade score (*AGS*)s to all SUH. All the SUH, according to their increasing values of *AGS*s, are finally classified into five disjoint and ordinal assessment groups from *average* to *excellent.*

Impact Assessment of the SUH Scheme

Based on the information received from individual homes till the first assessment-quarter

Every scheme or project is supposed to create some positive impact towards the fulfillment of its objectives. But at the same time it has to face some limitations and practical challenges that may leave some negative impact on its beneficiaries, and / or on its own activities. If the negative impact somehow dominates over the positive impacts, the fulfillment of the mission of the scheme will be under doubt. But there is a prominent hint of successes for a scheme when the positive impact surpluses over the negative impact. As a result, the resultant impact is supposed to decide the future success or applicability of any scheme.

To study the impact of SUH scheme, those factors which have a positive effect on the inmates for upbringing, regularising, systematising their life as well as have a contribution towards society, are considered as positive factors. On the other hand those factors, which may affectthe life of inmates in some sense or future of the SUH, are considered as negative factors. Although it is really difficult to quantify the contribution of positive and negative impactin true sense, but, to assessthe impactof the SUH scheme, we have introduced the concept ofindices for positive and negative impact factors.

Methodology:

In favour of Positive impact factors, we have developed Socio-economic index, Safety index, Health index, Management index, Good Life index and Re-integration index. On the other hand, to assess negative impact we have determinedUnemployment index, Old age index and Begging index. Other than these, we have computed Re-integration index which also is an indicator bearing positive impact. Under each index category, we have considered few items and noted their response from the data. Based on these data, we have calculated the index value for every item with the formula as follows :

Index Formula$I_{item}$of an item over all SUH:

$$I_{item} = \frac{Average\ value(\%\ or\ number)\ over\ all\ SUH\ - Minimumvalue\ over\ all\ SUH}{Maximumvalue\ over\ all\ SUH - Minimumvalue\ over\ all\ SUH}$$

Obviously $0 \leq I_{item} \leq 1$.

The individual indices of the items in a category are then averaged to generate the category wise indix. Next, those category indices are further averaged in order to yield the indices for positive and negative impacts.We may get net impact index (I_{net}) value by subtracting the negative impact index ($I_{negative}$) value from the positive impact index ($I_{positive}$) value. As both $I_{positive}$and $I_{negative}$lies between 0 and 1, we have $-1 \leq \mathrm{I}_{net} \leq 1$,with

Value of I_{net}	Interpretation of the overall impact of the scheme SUH

$-1 \leq I_{net} < 0$	Overall negative impact, indicating severe hurdles or limitations to overcome in order to achieve the true objectives and successes
$I_{net} = 0$	Net impact is nil, indicating that positive factors need to be improved with more care and negative issues have to be controlled with greater concern
$0 < I_{net} \leq 1$	Overall impact is positive, indicating encouraging condition to a certain extent in terms of achievement and acceptability of the SUH as a social scheme

Under Positive impact index

- **Socio-economic index:**

  Percentage of employed persons over all SUH and percentage of inmates receiving Government benefits are taken into consideration to formulate this index.

  The Socio-economic index value: 0.4526

- **Safety index**:

  The number of widow and single female inmates is very high over all SUH. This implies, the safety issues of the SUH have an positive impact. This has been taken into consideration. Also, whether the information on new admission is given to local police station or not, is taken into consideration.
  The Safety index value : 0.6245.

- **Management index:**

  All items related to SMC are taken into consideration. Other than that, whether staffs are received O&M training or not, are also considered.
  The management index value : 0.4789

- **Health Index:**

  Under health index category, doctor facilities, all health camps, eye check up, dental check up, ambulance services are taken into consideration.
  The average Health index value : 0.4766

- **Good life index:**

  Whether counseling services, de-addiction camps, recreartion facilities are available or not are considered under this index value.
  The good life index value : 0.5625.

  (Average) Positive impact index ($I_{positive}$) value is 0.5190

Under negative impact factors

- **Unemployment index :**

  Under this category, percentage of unemployed persons is considered over all SUH.
  The unemployment index value :0.5055

- **Net inflow index:**

  Under this category the net inflow (=New admission - exit) data of the inmates in last three months are considered over all the SUH and indefinite increase in these values may create a natural blockage for the further entry of more genuinely needy persons.
  The net inflow index value : 0.2265

- **Begging index :**

  Under this category, percentage of inmates, who are involved in begging is considered.
  The begging index vale : 0.172

- **Old age inmates index**:

  Under this category, percentage of inmates whose age is more than 60 are considered among all SUH inmates.
  The average value of this index for all SUH : 0.407

  (Average) negative impact index ($I_{negative}$) value is 0.3277

  Net impact index (I_{net}) value = 0.5190-0.3277 = 0.1891

- **Livelihood opportunity creation of the SUH and the percentage of employed persons in each SUH has a very low correlation, that is 0.16. That implies, livelihood opportunity creation has not done any impact on the percentage of employment of all SUH.**
- **Reintegration index**

  The percentage of inmates is reintegrated to their family out of total inmates of that particular SUH is considered under this category.

  The reintegration index value is 0.1452

  Initiative can be taken to increase the value of this index in future by reintegrating more inmates with their families as far as practicable, in order to leave more positive impact of the scheme towards the society and hence to fulfill the social responsibility in a greater and better way.

CONCLUSION

- The 1st quarterly audit report of the 40 functional Shelter homes for Urban Homeless shows a successful attempt undertaken by the various SUH to maintain inclusivity through various activities.
- The homes reveal a greater distribution of elderly people even though the SUH is not developed to function as an old age home.
- The infrastructure of most of the homes across the State is satisfactory.
- However, many homes also face challenges such as the lack of water filter, which is an item of necessity, a letter box which serves as a means of communication for the inmates with the outer world or adequate recreational facilities.
- All the registers are maintained and updated on a regular basis.
- The frequency of night surveys indicate the efficiency of the homes in identifying, rescuing and reintegrating homeless people into the wider society. However, many homes have a low score when it comes to reintegrating inmates with their families.
- Many homes have long term inmates staying almost permanently. The respective SUH needs to think about how to reintegrate such inmates in the mainstream society.
- The joint and coordinated efforts of the ULB, Local police and the local NGO is producing the desired outcome of successfully looking after the needs of the homeless inmates in the SUH.
- But there still remains a scope for improvement and addressing the needs of the shelter homes, which have been mentioned as suggestions.

SUGGESTIONS

1) To create a merit-receiving system for the ranking of the SUH, whereby those homes that successfully reintegrate more inmates with their families or with mainstream society without pressurising the inmates to return to their families or exploiting their labour, will get higher scores.
2) NGOs should create opportunities for age-friendly and localised livelihood skill training for all inmates, especially near tourist attraction sites where diversified occupation sources can be provided to the abled inmates.
3) Implement a policy where 1% of the income earned by the inmates engaged in various livelihood activities will be donated to Self Help Groups (SHGs). The rest of the earnings will be saved in the individual bank accounts, which are already provided by the SUH, as per guidelines. This will foster healthy competition and motivate all to work as per their ability. A register should be maintained to note all inmate's income earned, contributed to SHGs and saved.
4) To promote “community feeling” for the less cared-for people by training the home managers and caregivers, including special care for the mentally challenged inmates.
5) Arrange for transfer facilities of long-term needy inmates from one Shelter Home to another upon the expiration of the 5-year term of SUH.
6) To increase the salary of the staffs and lay down a basic requirement of the number of staffs to be present at each home on the basis of the shelter capacity.
7) The NGOs should be motivated to arrange for skill training services at local level for the inmates so that livelihood opportunities can be created. In this regard, the NGOs may explore the pre-existing skills of the inmates.
8) The NGO can impart skill activities, such as training of domestic and hospital maids, and also create an avenue for employment opportunities in the care giving sectors (domestic as well as industrial purpose), which are not only restricted to local areas but also to distant locations, through online portals. The NGOs maybe recommended to ensure the security of such inmates engaged in the care giving industry as well as the consumers who would hire them for their services to ensure mutual benefits.