

# **TERMS OF REFERENCE FOR RELEASE OF OPERATION & MAINTENANCE FUND SUPPORT UNDER SCHEME OF SHELTER FOR URBAN HOMELESS (SUH), DAY-NULM, MIZORAM**

*(Excerpt and modified from Standard Operating Procedure of Shelter for Urban Homeless under MzSULM)*

## **1. Head of Expenditure permissible under Operation & Maintenance (O&M) Fund support under SUH component of DAY-NULM.**

- i. Expenses on salary for Shelter Manager, Counsellor and Caretaker.
- ii. Expenses on repair and maintenance of facilities/amenities of the Shelter
- iii. Expenses on Monitoring & Reporting

O&M support fund shall not be permissible to utilize for creation of capital asset.

## **2. Roles & Responsibilities of City Mission Manager (i/c SUH)**

- i. To undertake regular monitoring, visits to the shelters and assess the quality of the functioning of the shelter.
- ii. To ensure that all the conditions in the MoU are adhered to in the shelter.
- iii. To maintain a shelter-wise implementation report.
- iv. To form a Shelter Monitoring Committee (SMC).
- v. To ensure that all provision of amenities such as electricity, 24X7 water supply, personal lockers, chair, table, fan, light, kitchen utensils, fire protection, television with cable connection, dustbin, Gas connection, emergency light, etc., are functioning properly.
- vi. To ensure linkage with emergency services such as Ambulance, Fire, police services & hospital etc.

## **3. Roles & Responsibilities of NGO/Agency/Department empanelled for O&M:**

- i. Creation of awareness among the homeless persons to take the shelter in the Urban Homeless Shelter.
- ii. Orientations & training among the homeless persons for their livelihood. Identification & engagement of shelter management staff.
- iii. The NGO should Rehabilitate and Reintegrate the residents in the shelter according to the Protocol.
- iv. Entitlements to Social Security, Health, Education, Legal Aid. Financial inclusion to be ensured by the NGOs in coordination with the City Mission Management Unit (CMMU).
- v. Regular management (24x7 hours) such as cleanliness/discipline of shelter.

- vi. Liaison with other departments for facilitation/convergence of different types of assistance such as social security pension, ICDS facility, financial inclusion, education, affordable housing, Rastriya Swasthya BimaYojana (RSBY), inclusion in Adhaar Card, free legal aid, health check-up, etc. for homeless persons.
- vii. To examine & undertake appropriate steps to identify the beneficiaries in their area.
- viii. To adopt a humane and community-centric approach in managing the shelter.
- ix. To provide basic services defined in the MoU.
- x. NGOs should ensure the safety of the inmates.
- xi. The NGO shall ensure that the capacities of the staffs are regularly enhanced and updated.
- xii. Counselling services should be provided and individual records must be maintained for **every** resident in the shelter including rehabilitation plan within a time- frame.
- xiii. Provide chair, table, fan, light, kitchen utensils, fire protection, television with cable connection, dustbin, emergency light, etc.
- xiv. To maintain the following records in Computerized and Manual:
  - a. Shelter Asset Inventory Book
  - b. Attendance Register
  - c. SMC (Shelter Monitoring Committee) Meeting Register
  - d. Personnel Register with Salary Payment Details
  - e. Guest Register
  - f. House Keeping Register
  - g. Health Register
  - h. Maintenance Register
  - i. Shelter Audit and Accident Record
  - j. Complaint and Suggestion Register
  - k. Monitoring and Audit Register
  - l. Monthly and Annual Report Record
- xv. The NGO will carry out any other activity suggested by the City Mission Management Unit, Executive Committee at the City level as well as SMC.

#### **4. Management of Shelters for the Urban Homeless from O&M fund support under DAY-NULM**

Facilities and Services to be made available at the shelter (to be ensured by the CMMU)

- i. Each shelter should have proper display of legible name boards and the text should be provided in local vernacular.
- ii. Shelters should provide all appropriate facilities for dignified human living. A space of 50 square feet per person space (for storage and sleep). 10 people can sleep in 300sq feet/ at the bare minimum assuming 5.5 feet x 3 feet or sleeping alone, and space for movement)
- iii. Bed and bedding (blanket, mattress, pillow, bed-sheets) on a use basis, with arrangements to launder these periodically.
- iv. Personal lockers for personal storage space
- v. Water arrangements (potable drinking water and other needs) and sanitation with regular running water supply
- vi. Adequate toilet facilities with a minimum norm of one toilet and bathing space for 12 persons
- vii. Bathing and washing area to cater to the needs to all residents with running water.
- viii. Adequate bathing facilities, including running water, water storage cans, buckets and mugs.
- ix. Adequate lighting and ventilation
- x. Adequate fire protection measures, as under guidelines for enclosed public places, with clear and functional fire exits.
- xi. Common recreation space with television, reading space, etc
- xii. First aid supplies to cover the total population at the shelter
- xiii. Pest and vector control.
- xiv. Regular cleaning of blankets, mattresses and sheets, and maintenance of other services.
- xv. Suitable waste management arrangements
- xvi. An open space, either on the ground or the terrace, with additional spaces based on livelihood and storage needs of residents, such as for parking rickshaws and carts, and storing sacks of collected waste
- xvii. Kitchen /cooking space and necessary equipments such as cooking gas connections etc

- xviii. Linkages to PDS for subsidized provisions which will be provided to the shelters catering to the needs of destitute, elderly and children

## **5. Facilities and Services to be made available at the shelter by the NGOs**

- i. Entitlements to Social Security, Health, Education, Legal Aid, Financial inclusion to be ensured by the NGOs in coordination with the City Mission Management Unit.
- ii. Repair and maintenance of the facilities mandated under SUH Operational Guidelines of DAY-NULM. (refer Clause 3 sub clause i to xviii)

## **6. Reporting System**

- i. All the NGOs shall send a monthly progress and finance report to the District Urban Development Officer / District Project Officer with a copy to the City Mission Manager i/c SUH on or before 5<sup>th</sup> of every month
- ii. The reporting template will be designed and circulated by the CMMU based on template design and issued by SMMU, UD&PA Department.
- iii. The CMM i/c SUH will consolidate the monthly programme and finance report and will submit it to the SMM i/c SUH, the Executive Committee at City level and the Shelter Management Committee.
- iv. Instances such as deaths, rape, natural calamities, etc. should be immediately reported to the concerned authority with intimation to DUDO/DPO & CMM i/c SUH.

## **7. Financial Management & Procedure**

- i. All NGO's receiving O&M Support should open separate Bank Account for SUH.
- ii. Annual Audit report of SUH fund by Chartered Accountant to be submitted to concern DUDO/DPO, UD&PA Department.
- iii. Financial cycle for the NGOs shall be intimated according to the fund release for O&M support.
- iv. Submission dates for utilization certificate by the NGOs shall also be intimated accordingly.
- v. Expenditures of the NGOs should be based on the line item in the approved budget of SMMU, DAY-NULM.

- vi. Prior approval should be sought on any variations in the budget from the Chairman, Executive Committee at City level.
- vii. Expenditure statements will be approved only based on the actual expenditure with adequate supporting documents (vouchers, bills, receipts, reports and records as mentioned in the MoU).
- viii. The utilization certificate and the expenditure bills submitted by the NGO will be audited by a panel of Auditors appointed by State Mission Management Unit, DAY-NULM, Directorate of UD&PA, Government of Mizoram.

## **8. Grievance Redressal Systems**

- i. All shelters need to maintain a complaint register at the shelter itself wherein residents can record complaints. There will also be a locked box for those who chose to use it for complaints.
- ii. The Shelter-level coordinator will be responsible for ensuring that complaints are redressed within a maximum of 15 days of being recorded. The Shelter Management Committee will ensure the timely redress of complaints.
- iii. If the complaints are not resolved by the SMC the DUDO/DPO, UD&PA Department, Government of Mizoram (the designated Grievance Redressal Officer) will take action on the same in consultation with the.
- iv. The Chairman of Executive Committee, City level will be the first appellate authority.
- v. In case their grievance is still not addressed then the homeless citizen can approach the Secretary to the Government of Mizoram, UD&PA Department with their grievance.

## **9. Monitoring Mechanisms**

- i. NGOs should submit a monthly report in the prescribed format
- ii. Field visits to be carried out by the CMM i/c SUH to all the shelter on a monthly basis.
- iii. SMC to meet at least once in two months to review the monthly program and finance report submitted by the NGO's and shall produce a review report to be submitted to the EC at City level.
- iv. Executive Committee at City level will review the program on a quarterly basis along with the SMC members.
- v. Shelter audit will be conducted by the SMMU and the report will be submitted to the Executive Committee at the State level and Project Sanctioning Committee. The audit will be conducted unannounced.

## **10. Termination of contract with NGOs**

- i. After the 1<sup>st</sup> social and quality audit visit notice will be issued to the NGO for poor quality rating or failure of compliance to the fixed guidelines
- ii. Maximum of 15 days will be given for the NGO to rectify the error and submit an action taken report
- iii. A second social and quality audit visit will be undertaken to verify the action taken report
- iv. Failure of compliance to the issues identified in the notice after the second social and quality visit will result in automatic termination of agreement
- v. The Executive committee will function as the appellate authority to terminate to contract with the NGO in consultation with the Project Sanctioning Committee.
- vi. A new agency will be put in place to manage the shelter if the agreement with the NGO is terminated.

## **Capacity Building for stakeholders of SUH component**

The following capacity building programs will be carried out under DAY-NULM to ensure that the quality services are delivered.

### **a. For empanelled NGOs**

- An inception workshop for the staff of the implementing NGOs
- A half yearly training will be organised by the CMMU for the staff of the implementing NGOs
- Experience sharing workshops will be conducted once in 6 months
- Supportive supervisory visits by members of EC at City level, CMMU and consultants
- Documentation

### **b. For City Mission Managers**

- Sensitization meeting of Managers twice a year
- Cross learning visits to other DAY-NULM Cities
- Experience sharing workshops