



REVISED STANDARD OPERATING PROCEDURE (SOP)

FOR INSTITUTIONALIZING URBAN HOMELESS & PROVISION ON ALLIED SERVICES FOR URBAN HOMELESS IN MIZORAM

PREPARED & ISSUED BY

MISSION DIRECTOR
DEENDAYAL ANTYODAYA YOJANA – NATIONAL URBAN LIVELIHOODS MISSION
URBAN DEVELOPMENT & POVERTY ALLEVIATION DEPARTMENT
GOVERNMENT OF MIZORAM

No.B.11025/28/2016-UD&PA(SUH)
GOVERNMENT OF MIZORAM
URBAN DEVELOPMENT & POVERTY ALLEVIATION DEPARTMENT
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Dated Aizawl, the 7th October, 2020

To,

✓
The Director,
Urban Development & Poverty Alleviation Department,
Aizawl, Mizoram

Subject: **Approval of the revised Standard Operating Procedure for Shelter for Urban Homeless (SUH) in Mizoram**

Ref : No.B.12011/19/2019-NULM (DTE)-UD&PA dt. 14.09.2020

Sir,

With reference to the subject and your letter No. cited above, I am directed to convey herewith approval of the Government of the revised Standard Operating Procedure for Shelter for Urban Homeless (SUH) component of DAY-NULM in Mizoram, with a new Chapter on "Type of Shelters & Support available under DAY-NULM in Mizoram and Identification of Shelters & SUH beneficiaries" added in the revised SOP.

This is issued with the approval of Hon'ble Deputy Chief Minister, Mizoram, i/c Urban Development & Poverty Alleviation Department on 06.10.2020.

Yours faithfully,



(ZORAMSIAMA HMAR)

Under Secretary to the Govt. of Mizoram
Urban Development & Poverty Alleviation Department

Urban Dev. & Poverty Alleviation Dept.

Receipt No : 1014
Date : 9.10.2020

INTRODUCTION

The National Urban Housing & Habitat Policy (NUHHP), 2007 aims at promoting sustainable development of habitat in the country with a view to ensuring equitable supply of land, shelter and services at affordable prices to all sections of the society. In this context, the main focus of the Policy is on the urban homeless who are the most vulnerable section of the society.

Even though the contribution of the urban homeless in the economy of the cities is significant, yet they live with no shelter or social security or protection. The urban homeless survive with many challenges as they have minimal access to elementary public services such as health, education, food, water and sanitation.

Deendayal Antyodaya Yojana - National Urban Livelihoods Mission (DAY-NULM)

Definition of Homeless Persons

Persons who do not have a house, either self-owned or rented, but instead live and sleep on pavements, at parks, railway stations, bus stations and places of worship, outside shops and factories, at constructions sites, under bridges, in hume pipes and other places under the open sky or places unfit for human habitation. This also includes people who live in temporary structures without walls, under plastic sheets or thatched roofs on pavements, parks or other public Places.

It is understood that many occupants of shelters are engaged in work during the nights (eg as head loaders) and thus need shelters to sleep in, during the day. Casual workers often do not get employment on a daily basis and so they may need shelters during the day and not just at night. Therefore, DAY-NULM envisages providing shelters available to the homeless during the day as well as night.

Categorization of SUH beneficiaries in Mizoram

The Ninth Project Sanctioning Committee meeting dated 5th January 2018 categorized the Shelter inmates into three Categories based on the unique socio-cultural environment of Mizoram with an aim of holistic approach in implementation of Scheme of Shelter for Urban Homeless in Mizoram with slight difference from the definition of “Urban Homeless” at the Operational Guidelines of DAY-NULM.

Categorization of SUH beneficiaries for Mizoram

| Details | Category I | Category II | Category III |
|----------------|--|---|--|
| Identity | Pavement Dwellers (as per SUH guidelines), terminally ill, attendants of patient at Hospitals, Aged, differently-abled (Mental, visual, hearing impaired, etc) | Orphans and Children living in Shelter/Homes under JJ Act | Temporary Homeless – person living in Shelter/Homes due to family problems, disruptive social behavior, substance abuse, etc |

CHAPTER ONE

1.1 Guiding Principles

The Mizoram State Urban Livelihoods Mission recognized the right and dignity of every human being. The Mission's focus is thus on emancipation of the urban poor and homeless through the five components of the Mission, i.e. Social Mobilisation & Institution Development (SM&ID), Employment through Skills Training & Placement (ESTP), Self Employment Programme (SEP), Support to Urban Street Vendors (SUSV) and Scheme of Shelter for Urban Homeless (SUH).

The State Government will adopt a just, humane and sensitive approach to ensure that the identified SUH beneficiaries are able to access shelter and other allied services so as to safeguard their human right to life and dignity within Mizoram based on the Mission Guidelines.

1.2 Objective of Standard Operating Procedure (SOP) for Mizoram

The standard operating procedure (SOP) is a guidebook designed and formulated for the Mizoram State Urban Livelihoods Mission (MzSULM) by the Directorate of UD&PA, Government of Mizoram based on the 'Urban Homeless Shelters, Manual and Guidelines. (The manual was drafted by the Commissioner of the Supreme Court based on the direction of the Honorable Supreme Court of India dated 27th February 2012 in the writ petition civil-196/2001).

The SOP primarily aims at defining the various procedures that needs to be followed by the Executive Committee, the Project Sanctioning Committee (PSC) at the State level, the officials of the State Mission Management Unit (SMMU), the District Managers in charge of the component at City Mission Management Unit (CMMU), the Shelter Management Committee (SMC) and the Non-Government Organizations (NGOs) or any other organization /institutions for the management of shelters and implementation of other basic services for the urban homeless under DAY-NULM.

1.3 Administrative Arrangements for institutionalization of Urban Homeless Shelters & provision of allied services for the Urban Homeless:

1.3.1 Implementation Structure:

- a. State Nodal Department: The **Urban Development & Poverty Alleviation Department, Government of Mizoram** is designated as the nodal agency.
- b. State Nodal Office: The State Nodal Office shall be the **State Mission Management Unit** of DAY-NULM at Directorate of Urban Development & Poverty Alleviation Department, Government of Mizoram. The office of the SMMU will be the centralized office for ensuring provision of basic services for the urban homeless. SMMU is the highest authority for implementation of the DAY-NULM in the State and point of contact for the State level both from the Ministry of Housing & Urban Affairs (MoHUA) and the City Nodal Office.

Roles & Responsibilities of State Nodal Office:

- To constitute Executive Committee (EC) at State level and City level
 - To constitute Project Sanctioning Committee (PSC) at State level
 - To ensure roles & responsibilities of City Mission Manager i/c SUH is adhered to.
 - Empanelment of NGO's/Agency/Department for Operation & Maintenance of Shelter for Urban Homeless and execution of agreement.
 - Ensure timely releases of O&M funds to empanelled NGO's/Agencies/Department at City level.
 - Monitoring & Evaluation, including effective Management Information System (MIS) and conduct periodic financial, social and quality audits.
 - Prior notice will be sent to the NGO when their performance has to be improved. Sustained declined in the performance will lead to termination of the Memorandum of Understanding (MoU).
- c. City/District Nodal Office: The City/District Nodal Office shall be the **Office of the District Urban Development Officer** or the **Office of the District Project Officer** at every DAY-NULM Cities of Mizoram. The City/District Nodal Office shall be the first level of contact for availing information about the shelter for the homeless within the City. The City Mission Management Units(City/District Nodal Office) are responsible for effective implementation at the City level based on the Annual Action Plan prepared by the State Mission Management Unit (State Nodal Office). There are eight (8) City Mission Management Unit in the State positioned at each District Headquarter Towns.

Roles & Responsibilities of City/District Nodal Office:

- To undertake regular monitoring, visits to the shelters and assess the quality of the functioning of the shelter.
- To ensure that all the conditions in the MoU are adhered to in the shelter.
- To maintain a shelter-wise implementation report.
- 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.
- To ensure linkage with emergency services such as Ambulance, Fire, Police services & Hospital etc.

d. Shelter Management Agency(SMA) at Shelter level: Taking into consideration the unique social-cultural system of Mizoram, the State Nodal Department implement the Scheme of Shelter for Urban Homeless (SUH) component of DAY-NULM in most inclusive strategy by including all existing shelters/homes operated by NGO's, Churches and other Government Department. Therefore, the administrative organizations of the existing shelters/homes are the "Shelter Management Agency" and those NGO's/Department empanelled or converge for implementation of newly constructed Shelter Unit under SUH are also the "Shelter Management Agency".

Roles & Responsibilities of Shelter Management Agency (SMA):

- Creation of awareness among the homeless persons to take the shelter in the Urban Homeless Shelter.
- Orientations & training among the homeless persons for their livelihood. Identification & engagement of shelter management staff.
- The NGO should Rehabilitate and Reintegrate the residents in the shelter according to the Protocol.
- 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).
- Provide One full time Manager/Shelter Coordinator for each Shelter.
- Three Caretaker for one shift of 8 hours, at least one woman Caretaker.
- Regular management(24x7hrs) such as cleanliness/discipline of shelter.
- Functioning of kitchen for subsidized meal for Homeless person.
- 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.

- To ensure proper management of the Shelter for homeless program in their specified area.
- To provide services to the number of urban homeless as specified in the MOU.
- To examine & undertake appropriate steps to identify the beneficiaries in their area.
- To conduct a night survey to identify the beneficiaries.
- To adopt a humane and community-centric approach in managing the shelter.
- To provide basic services defined in the MoU.
- NGOs should ensure the safety of the inmates.
- To form a Shelter Monitoring Committee (SMC).
- The NGO should recruit a full time coordinator (preferable a trained social worker in counselling), a resident home manager (for kitchen management, dispute resolution, record maintenance etc) and two security staffs.
- The NGO shall ensure that the capacities of the staffs are regularly enhanced and updated.
- Counselling services should be provided and individual records must be maintained for **every** resident in the shelter including rehabilitation plan within a time- frame.
- Ensure that all the residents are rehabilitated based on the specific need of the resident.
- Once a resident is rehabilitated the NGO should identify a new resident from the nearby area.
- Provide chair, table, fan, light, kitchen utensils, fire protection, television with cable connection, dustbin, emergency light, etc.
- To maintain the following records:
 - a. Shelter Asset Inventory Book from O&M fund
 - b. Accounts Register/Cash Book to monitor day to day expenditure & receipts for O&M fund
 - c. Attendance Register
 - d. Shelter Manangement Committee Meeting Register
 - e. Personnel Register with Salary Payment Details
 - f. House Keeping & Maintenance Register
 - g. Complaint and Suggestion Register
 - h. Monitoring and Audit Register for O&M fund
 - i. Monthly and Annual Report Record for O&M fund
- 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.

CHAPTER TWO

TYPE OF SHELTERS & SUPPORT AVAILABE UNDER DAY-NULM MIZORAM

2.1 Homeless in Mizoram

The Ninth Project Sanctioning Committee meeting dated 5th January 2018 categorized the Shelter inmates into three Categories based on the unique socio-cultural environment of Mizoram with an aim of holistic approach in implementation of Scheme of Shelter for Urban Homeless in Mizoram with slight difference from the definition of “Urban Homeless” at the Operational Guidelines of DAY-NULM.

Table 1: Categorization of SUH beneficiaries for Mizoram

| Details | Category I | Category II | Category III |
|----------|--|---|--|
| Identity | Pavement Dwellers (as per SUH guidelines),terminally ill, attendants of patient at Hospitals, Aged, differently-abled (Mental,visual, hearing impaired, etc) | Orphans and Children living in Shelter/Homes under JJ Act | Temporary Homeless – person living in Shelter/Homes due to family problems, disruptive social behavior, substance abuse, etc |

2.2 Criteria for eligibility of support under DAY-NULM Mizoram

For better clarification of who is eligible for support under DAY-NULM Mizoram among different Shelters/Home in Mizoram the following criteria has been made.

Table 2: Shelters permissible for support under DAY-NULM Mizoram

| Sl. no | Category | Type/Criteria | Management |
|--------|------------------------------|--|-----------------------------|
| 1 | New construction through SUH | - Dharamshala - Special Shelter for critically ill patient, aged, etc. - Women Shelter - Family Shelter | Government NGO Church |
| 2 | De-addiction Center | Registered under the Mizoram Societies Registration Act. | Government NGO Church |
| 3 | Child Care Institutes | Approved CCI's by ICPS | Government NGO Church |

In this regard, for Shelter Profiling at the District level, above mentioned type/Criteria should be carefully checked by concern authority.

2.3 Support permissible under Scheme of Shelter for Urban Homeless (SUH), DAY-NULM:

Support to be given under Scheme of Shelter for Urban Homeless (SUH) component of DAY-NULM and as long as the Mission existed shall be as below:

Table 3: Provision of support available based on ownership & category of beneficiaries

| Sl. no | Provision mandated by SUH | Category I | | | Category II | | | Category III | | |
|--------|---|------------|-----|--------|-------------|-----|--------|--------------|-----|--------|
| | | Govt | NGO | Church | Govt | NGO | Church | Govt | NGO | Church |
| 1 | New Construction | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 2 | Refurbishment - extension of building, facilities & amenities | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 3 | O&M fund | Yes | Yes | Yes | No | No | No | No | No | No |

2.4 Ineligible for O&M Support fund under DAY-NULM

DAY-NULM MIZORAM
All newly constructed Shelters which are further utilized for the beneficiaries who fall under Category II and Category III shall not be provided O&M fund support as per SUH Guidelines as pointed out in clause 2.3 (Table 3)

The reason being the Category II Shelter inmates are supported under Integrated Child Protection Scheme (CSS) and Category III Shelter inmates are “Temporary Homeless” who are staying at identified Shelters for a short span of time and most of them pay for their stay at the Shelter before they reintegrate with their next of kin.

CHAPTER 3

Identification of Shelter & SUH Beneficiaries

3.1 Identification of Shelter

- i. The City Mission Management Unit has the responsibility to identify existing Shelters within their jurisdiction with strict adherence to the eligibility criteria mentioned at Clause 2.2 above.
- ii. The information of the identified shelter is to be collected through District Managers, Community Organizers or Student Volunteers whom so ever convenient.
- iii. All the location of the Shelters identified is to be geo tagged using SUH mobile apps prepared by Ministry of Housing & Urban Affairs.

3.2 Identification of SUH Beneficiaries

- i. Identification of Urban Homeless (Category I) at De-addiction Centre's :
 - Identification of Category I Urban Homeless should be done annually.
 - If the mechanism for identification is to be through 3rd Party Independent Survey, Mission Directorate shall intimate the same.
 - In case there is no direction with regard to 3rd Party Independent Survey, the City Mission Management Unit shall conduct identification process.
 - All identified Category I Urban Homeless to be put out in public domain for 30 days for public scrutiny by City Mission Management Unit.
 - Only after public scrutiny, the Category I Homeless population is to be approved.
- ii. Identification of beneficiaries for Family Shelter:
 - The family should be Covid-19 pandemic affected for admission at the Shelter
 - The family with the following socio-economic status shall be eligible for beneficiaries:-
 - ✓ Aged with dependent children
 - ✓ Widow with dependent children
 - ✓ Family living below poverty line (Eco & Statistics 2018 data) whose income source has been stopped due to continuous Lockdown due to Covid-19 pandemic
 - ✓ Family with bread winner having disability due to work related accident after March 2020
 - The beneficiaries at Family Shelter shall not be permitted to stay at the Shelter more than 6 months.
 - The minimum stay at the Family Shelter is to be demarcated by the concern CMMU through its CLEC based on the real time situation of the selected beneficiaries.
 - The Chairman of the CLEC shall be the highest Authority for selection of the beneficiaries for Family Shelter.

CHAPTER FOUR

Management & Monitoring Structure for Shelters supported under SUH

4.1 The process of institutionalizing Urban Homeless Shelters and provision of allied services for the Urban Homeless is executed through the Scheme of Shelter for Urban Homeless (SUH) under DAY-NULM.

The service delivery at the Shelter level is closely managed and monitored through different Committee at different levels as below:

- 2.1.a: Executive committee (EC) at State Level
- 2.1.b: Project Sanctioning Committee (PSC) at State Level
- 2.1.c: Executive Committee (EC) at City/ District Level
- 2.1.d: Shelter Management Committee (SMC) at Shelter Level

4.2. Composition of Committees and their roles & responsibility:

2.2.a Executive committee (EC) at State Level

(i) Members of EC at State:

| Sl.no | Designation | Membership |
|-------|---|------------------------|
| 1 | Chief Secretary, Govt of Mizoram | Chairperson |
| 2 | Principal Secretary/Secretary, UD&PA Deptt | Member |
| 3 | Secretary, Finance Department | Member |
| 4 | Secretary, Rural Development Department | Member |
| 5 | Secretary, Labour&Employment Department | Member |
| 6 | Secretary, Social Welfare Department | Member |
| 7 | Secretary, Health & Family Welfare Department | Member |
| 8 | Secretary, Public Works Department | Member |
| 9 | Secretary, Food, Civil Supplies & Consumer Affairs Deptt. | Member |
| 10 | Secretary, School Education Department | Member |
| 11 | Director, UD&PA Department | Member |
| 12 | Director, Industries Department | Member |
| 13 | Director, Higher & Technical Department | Member |
| 14 | Director, Labour& Employment Department | Member |
| 15 | State Lead Bank Officer | Member |
| 16 | One Head of National Bank | Member |
| 17 | State Representative of RBI | Member |
| 18 | Industry Representative | Member |
| 19 | Representative of SHG | Member |
| 20 | State Mission Director, NRLM | Member |
| 21 | Representative of MoHUPA | Member |
| 22 | State Mission Director, DAY-NULM | Member Convenor |
| 23 | Any other members(s) co-opted by the Chair | Member |

(ii) The roles & responsibilities of the EC at State :

- This committee is responsible for the implementation of the initiative for the shelter for homeless.
- EC will provide policy directions for the implementation of shelter and other basic services for urban homeless people.
- EC will overview the planning and implementation of the programme for homeless shelters and other basic services for the urban homeless
- EC will function as the appellate authority for grievance redressal for the public as well as NGO/Agency/Department. The Committee shall intervene when the grievances that are brought to the notice of the Executive Committee at the City level remains unresolved and ensure that these are redressed effectively.
- The EC will meet at least once in 12 months to review the progress and discuss the plan for future and pass necessary orders for implementing the program.
- Approval of the action plans submitted by Executive Committee at City level.
- The Committee shall give directions and decisions to the Executive Committee (EC) at City level on any decisions and amendments of Government of India and Government of Mizoram time to time.
- Review of the performance of the NGO/Agency/Department empanelled for Operation & Maintenance of the Shelter Home and to take necessary actions based on the same.
- Monitoring and evaluation including effective Management Information System (MIS), conduct periodical financial, social and quality audit quarterly and annually.

4.2 b. Project Sanctioning Committee at State level

(i) Members of PSC at the State:

| Sl.no | Designation | Membership |
|--------------|--------------------------------------|-------------------|
| 1 | Secretary, UD&PA Deptt. | Chairman |
| 2 | Project Director, UD&PA Deptt. | Member Secretary |
| 3 | Joint Secretary, UD&PA Deptt. | Member |
| 4 | Under Secretary, UD&PA Deptt. | Member |
| 5 | Director, UD&PA Deptt. | Member |
| 6 | Executive Engineer, UD&PA Deptt. | Member |
| 7 | Assistant Architect, UD&PA Deptt. | Member |
| 8 | Representative of MoHUA at the State | Member |

(ii) The roles& responsibilities of PSC:

- This Committee is highest approval and sanctioning authority for the proposals submitted by the Executive Committee at the City level for the shelter for Urban Homeless.
- This Committee shall carefully scrutinize the feasibility of every proposal for new construction, refurbishment and Operation & Maintenance of the shelter for Urban Homeless submitted by the Executive Committee at the City Level.
- This Committee will meet quarterly to review the progress of the shelters created, supported with O&M cost and refurbished Shelters and give necessary direction to the EC at City level for taking further necessary action.
- Approval of decisions/suggestions taken by the Executive Committee at the State level and City level.

4.2.c. Executive Committee (EC) at City Level

(i) Members of EC at City/District:

| Sl. no | Designation | Membership |
|---------------|---|-------------------|
| 1 | Director, UD& PA Department / Deputy Commissioner | Chairperson |
| 2 | Officer in charge of Industry | Member |
| 3 | District Labour& Employment Officer, LE&IT Department | Member |
| 4 | Chief Medical Officer | Member |
| 5 | District Social Welfare Officer | Member |
| 6 | Senior most CE/SE/EE of PWD of the District | Member |
| 7 | District Education Officer | Member |
| 8 | District Civil Supply Officer | Member |
| 9 | Representative of Mizoram Rural Bank | Member |
| 10 | Representative of Mizoram Co-operative Apex Bank | Member |
| 11 | Representative of SHG's | Member |
| 12 | Project Director/ DUDO/DPO , DAY-NULM | Member Secretary |

(ii) The roles & responsibilities of the EC at City/District :

- This Committee will meet quarterly to review overall progress of Shelters for Urban Homeless.
- The Committee shall deliver policy directions in the implementation of shelter and other basic services for urban homeless people.
- Regularly assess the requirement of urban homeless shelters within the City.
- Approving the locations and buildings in which the shelters will be constructed, the numbers and kind of shelters, and the building and refurbishment of buildings for the homeless shelters.
- Identification of agencies/NGO's for operating and maintaining of the shelters for urban homeless.
- Submit proposals for constructions, refurbishment and Operation & Maintenance within the City to the Project Sanctioning Committee at the State Level through State Mission Management Unit, DAY-NULM, Directorate of UD&PA.
- Regular report on the review and decisions taken regarding implementation of SUH within the City. The Meeting minute may be submitted in a prescribed format to State Mission Management Unit, DAY-NULM, Directorate of UD&PA.
- Establishing effective transparency and grievance redressal systems and processes.
- Monitoring and evaluation, including effective Management Information System (MIS) systems, and conduct periodic financial, social and quality audits at quarterly and annually at the City level.
- Prior notice will be sent to the NGOs/Agencies when their performance has to be improved. Sustained decline in the performance will lead to termination of the Memorandum of Understanding (MOU).

4.2 d. Shelter Management Committee (SMC) at Shelter Level

(i) Members of SMC at Shelter for Newly Constructed Shelter Unit & Shelters other than CCI's and SWD Shelters:

| Sl.no | Designation | Membership |
|-------|---|------------------|
| 1 | Chairman Local Council / Village Council | Chairperson |
| 2 | District Urban Development Officer / District Project Officer | Member Secretary |
| 3 | City Mission Manager i/c SUH | Member |
| 4 | Community Organizer | Member |
| 5 | Shelter Coordinator | Member |

(ii) Members of SMC for Shelters under SWD

(a) For Aizawl District

| Sl.no | Designation | Memebership |
|-------|--|----------------|
| 1 | Joint Director(Plan)/ Deputy Director (Plan), UD&PA | Chairperson |
| 2 | District Programme Officer, SWD | Co-Chairperson |
| 3 | District Manager i/c SUH, UD&PA | Member Secy |
| 4 | District Child Protection Officer, SWD | Member |
| 5 | Superintendent of all CCIs in the District, SWD | Member |
| 6 | Superintendent of other Home/shelter under SWD | Member |
| 7 | Community Organizers of DAY-NULM, UD&PA | Member |
| 8 | All Administrative head of NGOs within Aizawl District operating CCIs. | Members |

(b) For Other Districts other than Aizawl

| Sl.no | Designation | Membership |
|-------|---|----------------|
| 1 | DUDO/DPO, UD&PA | Chairperson |
| 2 | District Programme Officer/ Child Development Project Officer , SWD | Co-Chairperson |
| 3 | District Manager i/c SUH, UD&PA | Member Secy |
| 4 | District Child Protection Officer, SWD | Member |
| 5 | Superintendent of all CCIs in the District, SWD | Member |
| 6 | Superintendent of other Home/shelter under SWD | Member |
| 7 | Community Organizers of DAY-NULM, UD&PA | Member |
| 8 | All Administrative head of NGOs within the District operating CCIs. | Members |

(iii) Shelter Management Committee (SMC) at Shelter Level

- The SMC will meet once in two months to track the progress of the shelters and advise the NGOs/Agencies/Department to take up necessary corrective actions.
- The SMC shall submit a review report to the EC at City level for further action.
- The grievances of the NGOs/Agencies/Department as well as inmates shall be addressed by the Nodal Office at the city level based on the report submitted by Chairperson,SMC.
- The members of the SMC will be finalised by the EC at the State Level and the SMC members will be revised annually if required..

CHAPTER FIVE

Process of identification and selection of NGOs as Shelter Management Agency for Newly Constructed Shelter Unit under SUH

5.1 Qualifying Criteria for selection of NGOs:¹

- Minimum of 1 year of experience in working with the homeless community.
- Experience in managing shelters, homes or orphanages.
- Ability to demonstrate sustainability of the programmes previously undertaken.
- Experience in grants management.
- Experience in working with Government agencies or projects

¹ Qualification criteria will be revised periodically according to the directions of Executive Committee

5.2 Selection and Approval Process:

Step 1:

Advertisement in the print/electronic media inviting organizations interested in managing shelter for the homeless.

Step 2:

Submission of Expression of Interest (EOI) by NGO/Organizations/Institutions addressed to the Mission Director, DAY-NULM, Directorate of UD&PA, Thakthing Tlang, Aizawl.

Step 3:

Assessment visit will be undertaken by Joint Assessment Team comprising a representative of the Civil society and City Mission Manager i/c SUH to assess institutional capabilities and assess program effectiveness.

Step 4:

EC at City level to scrutinize the proposal and based on the qualification mentioned above and the assessment report of the Joint Assessment Team, they will prepare a *Draft Approval Note*.

Step 5:

The *Draft Approval Note* along with the copy of EOI and the Assessment Report will be sent to the State Mission Management Unit (SMMU) for final approval

Step 6:

Signing of Memorandum of Understanding (MoU)- the Mission Director, SMMU with one witness from UD&PA Department and the Head of the NGO Board Committee with one witness from NGO Administrative head.

CHAPTER SIX

Capacity Building Training for Shelter Management Agency Staff

6.1 The following capacity building programs should be carried out to sensitize the Staff towards the needs of the homeless so that they are able to empathize with their problems and are able to treat them with respect and dignity.

6.2 For empanelled NGOs /Departments:

- 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/Departments
- Experience sharing workshops with other Shelters within the City/District will be conducted once in 6 months
- Supportive supervisory visits by members of EC at City level, CMMU and consultants
- Documentation

6.3 For City Mission Managers

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

6.4. Fund for Capacity Building Training

The State Nodal Office/SMMU shall allocate physical target and financial allocation to City Nodal Office/CMMU for conducting Capacity Building Training specifically for SUH every Financial Year as long as the Mission existed.

CHAPTER SEVEN

Protocol for Identification and Rescue of Urban Homeless (in case of Urban Homeless identified by SUH Guidelines are found in Mizoram)

7.1 Protocols: The services the urban homeless will be guided through participatory and standardized procedures. These activities involve various processes such as:

- a. Identification
- b. Rescue
 - i. Homeless without special needs
 - ii. Homeless with special needs
- c. Admission
 - i. At the time of Admission
 - ii. After Admission
- d. Entitlements
- e. Reintegration
- f. Housing continuum
- g. Death of Resident

7.2 The details of the Protocol to be followed are:

6.2.i Identification:

The homeless are identified through a process of enumeration. These are the following steps involved in the identification:

(a) Night survey / Enumeration

- The Shelter Advisory Team will specify methodology to conduct the identification process depending on the location.
- NGOs with support from the officials of the CMMU along will carry out the survey.
- The CMMU in coordination with EC at City level and NGO will make the necessary arrangements for the survey in their respective zones.
- A team of researchers will be identified to initiate the process and to consolidate the findings.
- The enumeration will include the following components:
 - Demographic and Occupational Profile of the Homeless
 - Social Vulnerabilities
 - Access to Services/Schemes
 - Needs Assessment
- Night survey will be the base document for planning Shelter Initiative

(b) Other identification process

- Night engagement
- Calls from public to DAY-NULM Cell, UD&PA and NGO's
- Information from other sources

(c) Rescue

Specific Instructions on the Rescue Process for the Homeless people:

(i) The rescued homeless without any of the special needs category will undergo the following process:

- The case referrals availed at the CMMU or by the Shelter Coordinator during the street engagement process regarding the location of the urban homeless will be taken to the shelter.
- The NGO shelter coordinator should inform local police station about the rescue process and to trace the family/relatives of the homeless. Memo has to be availed from the local police station and documented along with the admission form.
- Filing up of Admission Form with the general details of the rescue mission at the shelter by the shelter coordinator.
- The shelter coordinator and the NGO will be exclusively in charge of the following induction procedure of the homeless person:

(ii) Rescued homeless with special needs category (The infirm, persons with psycho social disabilities) will undergo the following process:

- The social worker will accompany the rescue team when the homeless is identified to be a person with special need.
- The rescued individual will undergo health screening and medical treatment.
- The social worker will do a preliminary assessment and will complete the admission process for the rescued homeless to the specific transit shelter.
- A Specialized Transit Shelter shall be established for persons with special needs so that the rescued homeless will be entitled to specialized pre-induction process.
- The specialized transit shelters shall have the following facilities:
 - i. Recovery ward (separately for men and women) for the infirm
 - ii. Geriatric care unit (separately for men and women) for the elderly
 - iii. Psychiatric wards separately for men and women with psycho social disabilities
 - iv. Special wards for women and children

- Legal Procedures to be adhered:
 - i. The arrival of the individual should be intimated to the nearest police station
 - ii. If a person with psycho social disability is rescued he/she should be produced to the District Magistrate based on the existing legal framework of the State. This process has to be completed by the City Mission Manager (SUH) at the CMMU.
- The person with special needs will be referred and treated at the Specialised Transit Shelter as per the requirement.

(d) Admission Process: The shelter coordinator and the NGO will be exclusively in charge of the admission process. The following induction procedure will be adopted:

At the time of admission in the Shelter:

- The complete socio demographic particulars of the individuals should be collected by the shelter coordinator.
- The nearest police station should be informed about the arrival of new person in the shelters.
- The person should be provided with necessary items for her/his stay in the shelter.
- Screening for illness and appropriate treatment will be provided by the medical officers from nearest Government Hospitals.
- Counselling support will be provided by the Shelter coordinator cum counsellor

(e) After admission in the Shelter

- Follow up with the police to trace the family/relatives of the rescued person (need for verification of FIR/missing complaint)
- The homeless individual will be rehabilitated by the Shelter coordinator based on the needs of the individual.
- If the homeless individual is deserted from the family, enquiry/counselling session with the family to explore the possibilities of immediate reintegration and verification of documents available with the family.
- Detailed profiling to be undertaken based on the counseling process, police follow-up and family enquiry reports. The referral or reintegration process will be based on the detailed profile.
- The rescued homeless individual under exceptional circumstances (family/parents unwilling to take custody and absence of claimant will be referred to specialized shelter or other orphanage homes in through nearest CWC)

- Repatriation process (for those who have run away or found missing from institutions or family) will be carried out after enquiry and verification along with the local police station
- Closure documentation made available after the referral or the repatriation process.
- The homeless individual will be given all the facilities given by the CMMU and NGOs.
- Legal Procedures to be adhered: If a homeless child is rescued the child should be produced before the CWC.
- Educational and child-care facilities, for dependent minor children to be made available. Children who are not dependent should not be made to stay in shelter but in residential schools set up exclusively for this purpose
- Emergency numbers should be made available in the shelter. Each shelter to have a phone number

(f) Entitlements :

- Shelters should be a space for convergence and provisions for various entitlements of social security, food, education, and livelihood and housing schemes of the government to ensure that they are no longer homeless. Entitlements for the homeless residents in the shelters:
 - i. Birth Certificate/ age proof
 - ii. Old age, widows, and disability pensions
 - iii. BPL identification/ PDS ration cards / Electoral cards
 - iv. Bank or post office accounts
 - v. Access to Anganwadi services / Admission to government schools
 - vi. Linkage with different components of National Urban Livelihood Mission (DAY-NULM)/Mizoram State Urban Livelihood Mission (MzSULM)
 - vii. Linkage to National Urban Health Mission (NUHM)
 - viii. Admission to all public hospitals with free medicines and treatment
 - ix. Linkage to Housing for All (HFA)
 - x. Free legal aid

(g) Reintegration

- The shelters are not the end of services to homeless
- Repatriation process (for those who have run away or found missing from institutions or family) will be carried out after enquiry and verification along with the local police station
- There should be detailed documentation of the reintegration process inclusive of the contact number of the families where the residents are reintegrated

- Quarterly follow up should be conducted on those who are reintegrated and files should be regularly updated
- For the most vulnerable segments of homeless persons, such persons with psycho social disabilities and challenged persons there may be need for long term social protection institutions, but these should be open and voluntary, and with appropriate services. The NGO can refer those requiring long-term social protection services in coordination with CMM (SUH) to the Social Welfare Department homes.
- Staff of the NGO should be present during the reintegration process

(h) Housing continuum

The residents should be supported with the following facilities by the NGOs as a part of housing continuum:

- Ownership of affordable dwelling units in programmes such as HFA
- Working women's and men's hostels for single working poor men and women
- Labour transit camps for construction workers.
- Rental accommodation of dwelling units for the migrants

(i) Death at Shelter Unit

In case of death in the shelters, the nearest District Superintendent of Police has to be informed and involved till the closure of files that are duly verified and signed by the DUDO/DPO's of UD&PA Department and the Chief Medical Officer (CMO) of the City.

CHAPTER EIGHT

Management of Shelters for the Urban Homeless – Financial, Grievance Redressal , Monitoring & Termination

- 8.1. 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. Shelters established by way of New Construction, Refurbishment and being operated with O&M support of DAY-NULM should be made barrier free (inclusion of ramp, hand railing at steps & toilets, etc) for persons with disabilities. This should be kept in mind by each City Nodal Office at the time of preparing Project Proposal every financial year.
 - iv. Bed and bedding (blanket, mattress, pillow, bed-sheets) on a use basis, with arrangements to launder these periodically.
 - v. Personal lockers for personal storage space
 - vi. Water arrangements (potable drinking water and other needs) and sanitation with regular running water supply
 - vii. Adequate toilet facilities with a minimum norm of one toilet and bathing space for 12 persons
 - viii. Bathing and washing area to cater to the needs to all residents with running water.
 - ix. Adequate bathing facilities, including running water, water storage cans, buckets and mugs.
 - x. Adequate lighting and ventilation
 - xi. Adequate fire protection measures, as under guidelines for enclosed public places, with clear and functional fire exits.
 - xii. Common recreation space with television, reading space, etc
 - xiii. First aid supplies to cover the total population at the shelter
 - xiv. Pest and vector control.
 - xv. Regular cleaning of blankets, mattresses and sheets, and maintenance of other services
 - xvi. Suitable waste management arrangements
 - 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
 - xix. As per Clause 13.6 of Operational Guidelines of SUH, Shelters (except CCIs) are to be linked/mapped with Colleges, so that Students can engage with the inmates and learn community services through Shelter Visits.

8.1.2 Facilities and Services to be made available at the shelter by the NGOs

- The NGO should Rehabilitate and Reintegrate the residents in the shelter according to the Protocol.
- Entitlements to Social Security, Health, Education, Legal Aid, Financial inclusion to be ensured by the NGOs in coordination with the City Mission Management Unit.

8.1.3 Reporting System

- All the SMAs 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 5th of every month
- The reporting template will be designed and circulated by the CMMU based on template design and issued by SMMU, UD&PA Department.
- The CMM i/c SUH will consolidate the monthly progress and finance report and will submit it to the State Nodal Office/SMMU, the Executive Committee at City level and the Shelter Management Committee.
- Instances such as deaths, rape, natural calamities, etc. should be immediately reported by SMAs to the concerned authority with intimation to DUDO/DPO & CMM i/c SUH.

8.1.4 Financial Management & Procedure

8.1.4.a Financial cycle for the SMAs shall be :

| | |
|--|--|
| 1 st Quarter: April to June | 2 nd Quarter: July to September |
| 3 rd Quarter: October to December | 4 th Quarter: January to March |

8.1.4.b O&M Fund support for Mizoram:

State Nodal Office/SMMU shall provide O&M fund support to the following at the rate Rs 12,000 per person per annum:

- Category I homeless identified by 3rd Party Urban Homeless Survey, 2018
- Newly Constructed Shelters under SUH.

8.1.4.c Installment pattern for O&M Fund support to SMAs:

- For Shelters having identified inmates less than 20 : Full amount shall be released as and when fund is available
- For Shelters having indented inmates 50 and above : 40:40:20 shall be the installment pattern.

8.1.4.d Submission dates for utilization certificate by the SMAs

| Quarter | Date of submission of utilization certificate | Release of Advance Payment |
|-----------|---|----------------------------|
| First | | 15 th June |
| Second | 5 th September | 15 th September |
| Third | 5 th December | 15 th December |
| Fourth | 5 th March | 15 th March |
| Next Year | 5 th June | |

8.1.4.e Expenditures permissible under O&M fund support from DAY-NULM should be based on the line item in the approved budget head as follows:

| Sl.no | Expenditure Head | Details |
|-------|------------------------------------|--|
| 1 | Annual Maintenance Cost | Expenditure for electricity and other miscellaneous expenses |
| 2 | Annual Servicing Cost | Cost of upkeep, maintenance, replenishment of bedding and kitchen equipment's, etc |
| 3 | Annual cost of providing free food | Restricted only for Category I homeless for Mizoram |
| 4 | Staff Salary | Honorarium of 3 caregivers (for 50 above inmates)/ 1 caregivers (for less than 50 inmates) and 1 full time Managers for both 50 above and less than 50 inmates shelters. |

- Prior approval should be sought on any variations in the budget from the Chairman, Executive Committee at City level.
- Expenditure statements/Utilization Certificates will be approved only based on the actual expenditure with adequate supporting documents (vouchers, bills, receipts, reports and records as mentioned in the MoU).
- 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.

8.1.4.f Grievance Redressal Systems

- 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.
- 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.
- 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 Chairman, City Level Executive Committee.
- The Chairman of Executive Committee, City level will be the First Appellate Authority.
- 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.

8.1.4.g Monitoring Mechanisms

- SMAs should submit a monthly report in the prescribed format
- Field visits to be carried out by the CMM i/c SUH to all the shelter on a monthly basis.
- SMC to meet once in two months to review the monthly program and finance report submitted by the CMMU and shall produce a review report to be submitted to the EC at City level.
- Executive Committee at City level will review the program on a quarterly basis along with the reports of the SMC.
- Shelter audit shall be conducted on annually. The audit will be conducted at the SMMU based on the Utilization Certificates submitted by SMA's and the report will be submitted to the Executive Committee at the State level and Project Sanctioning Committee. The audit will be conducted unannounced.
- Social Audit shall be conducted as and when necessary /as per direction by State Level Shelter Monitoring Committee constituted by Hon'ble Supreme Court of India.

8.1.4 h Termination of contract with SMAs for newly constructed Shelters:

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

CHAPTER NINE

MONTHLY REPORTING FORMAT FOR SHELTER MANAGEMENT AGENCY

9.1 For Shelters other than CCIs & SWD homes

| | |
|---|--------------------------|
| Name of Shelter: | Name of SMA: |
| District: | NC/Refur/O&M: |
| Report for the month: | |
| A. Monthly Report (for all SMAs) | |
| Number of inmates during the month | |
| Number of deaths during the month | |
| Number of SMC meeting during the month | |
| Number of Grievance/complaint received from inmates during the month | |
| Number of Grievances of inmates solved at the City level during the month | |
| Number of Staff during the month | |
| B. Monthly Financial Report (for O&M fund supported SMAs) | |
| Amount of O&M fund received during the month | |
| Expenditure during the month | |
| i. Shelter maintenance | |
| ii. Servicing cost | |
| iii. Food for Category I homeless | |
| iv. Staff Salary | |
| Total expenditure | |

9.2 For CCIs & SWD Home

| | | |
|--|---------------------------|------------------------------------|
| Designation of reporting Officer from SWD | | |
| District | | |
| Monthly Report | | |
| Sl.no | Name of CCIs & Other Home | Number of inmates during the month |
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| Total number of inmates at the end of the month | | |

DAY-NULM MIZORAM