

3rd Quarterly Quality Audit Report of functional Shelter Homes under the Scheme Shelter for Urban Homeless (SUH)



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**3rd Quarterly Quality Audit Report of functional Shelter
Homes under the Scheme Shelter for Urban Homeless (SUH)
under NULM**

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INDEX

Introduction	1
Methodology	2
Synoptic Report of 41 homes	
1. Amar Ashray 1	3
2. Amar Ashray 2	5
3. Arambagh	7
4. Bankura	9
5. Barasat	11
6. Behrampore	13
7. Bhatpara	15
8. Bishnupur	17
9. Bongaon	19
10. Bowbazar	21
11. Chandanagore	23
12. Depopara	25
13. Dumdum	27
14. Durgapur	29
15. Gayeshpur	31
16. Habra	33
17. Halisahar	35
18. Haridevpur	37
19. Howrah	39
20. Islampur	41
21. Jalpaiguri	43

22. Jamuria	45
23. Jiagunj-Azimganj	47
24. Kalighat 2	49
25. Kharagpur	52
26. Krishnanagar	55
27. Kulti	57
28. Madhyamgram	60
29. Maheshtala	63
30. Englishbazar	66
31. Kalyani	68
32. Katwa	70
33. Naihati	72
34. Shantipur	74
35. Tarakeshwar	76
36. Kalighat1	78
37. Medinipur	80
38. Rajpur Sonarpur	82
39. Tamluk	84
40. Cooch Behar	86
41. Titaghar	88
Ranking of all SUH	90
Impact Analysis	93
Conclusion	94

Introduction

Homelessness is a serious problem that is faced throughout the world, including India. The scheme of providing the homeless community with a shelter home was proposed by the Indian Government in 2013 under DAY-NULM, which is now being implemented across all states. In West Bengal, the State Urban Development Authority (SUDA) has made provision for providing shelter for urban homeless (SUH) across different districts. A third quarterly survey of 41 functional SUHs all over the State reveals that there is a higher number of female and elderly populations residing in shelter homes. There are also a considerable number of the disabled population residing in these homes despite the state providing other institutions for such populations. The collective effort and dedication of the home managers and staff, along with the cooperation and support received from local NGOs and Urban Local Bodies (ULBs), has resulted in a successful outcome in providing shelter to the homeless inmates. Currently, more than 90% of homes provide basic amenities such as separate sleeping cots and usable bedding materials to the inmates, functional water filters, food to the people, recreational facilities such as television, indoor games like Ludo, carom, chess board, and so on. In certain homes, such as in Kalighat, due to higher occupancy rates, the inmates arrange for indoor cultural programs and group activities. Such activities, along with the development of certain livelihood skills such as sewing, gardening, and making paper bags, foster a sense of belongingness to the home and instil a sense of reintegration with the wider society, which is the aim of the scheme. The inmates residing in the homes are not isolated from the wider society, rather, many of them are engaged in various occupations from which they earn a living. The creation of such economic opportunity also helps the inmates in overcoming the stigma attached to them. The report on third quarterly quality audit report of the 41 shelter homes of West Bengal attempts to decode the meaning of homelessness in India and the measures undertaken to provide a sense of belonging to the homeless community. It then chalks out the methodology undertaken to conduct this project, followed by a detailed qualitative analysis of individual homes. It is then followed by the composite analysis of all the SUH taken together and assessing the overall analysis of the quality of homes in West Bengal. Finally, the impact of the SUH on urban homeless is assessed, and a rank is assigned to each of the homes based on a positive and a negative index which is assigned to each home.

In favour of Positive impact factors, we have developed indexes of different categories like the Livelihood Index, Occupancy Index, Health Service Satisfaction Index, Govt. Scheme - Benefit Index, Night Survey Index, Citizenship Index, SMC Index, Overall Satisfaction Index. On the other hand, although the fundamental purpose and the activities of any SUH do not completely resemble the objective and infrastructure of any old-age home, due to many socio-economic reasons several SUHs have to serve the purpose of old-age homes to a great extent by inevitably accommodating old-age people as inmates. Since the majority of those homeless senior citizens have little chance to re-integrate into their own or some other families, hence obviously, they are bound to stay in those homes for a prolonged indefinite period. As a result, the number of admitting people straightway rules out the count of departing people, thereby challenging the natural dynamics of the in-and-out of sheltered people. We have considered the Old-age residence and net stay-in issues as negative factors affecting the performance of the SUH project. Thus, the negative impact of the project has been assessed with the help of the Old-age index and net stay-in Index.

Methodology of the Third Quarterly Quality Audit Report

Among the 58 shelters, the team plans has audited (as per work order) the shelters under 34 Urban Local Bodies (ULBs) of West Bengal which have been operational for a year (viz., Kolkata MC- 6; Howrah- Howrah MC- 1; Paschim Bardhaman- Asansol MC- 3; Paschim Bardhaman- Durgapur MC- 1; Nadia- Krishananagar Municipality- 1; Nadia- Nabadwip Municipality- 1; Nadia- Kalyani Municipality- 1; Nadia- Gayeshpur Municipality- 1; Nadia Shantipur Municipality- 1; Malda- Englishbazar Municipality- 1; Coochbehar- Coochbehar Municipality- 1; Purba Bardhaman- Katwa Municipality- 1; Hooghly- Chandernagar MC- 1; Hooghly- Tarakeswar Municipality- 1; Hooghly- Arambag Municipality- 1; North 24 Pgs- Barasat Municipality- 1; North 24 Pgs -Madhyamgram Municipality- 1; North 24 Pgs- Habra Municipality- 1; North 24 Pgs- Naihati Municipality- 1; North 24 Pgs- Dum Dum Municipality1; North 24 Pgs- Titagarh Municipality- 1; North 24 Pgs- Bongaon Municipality- 1; North 24 Pgs Halisahar Municipality- 1; Purba Medinipur- Tamralipta Municipality- 1; South 24 Pgs Rajpur&Sonarpur Municipality- 1; South 24 Pgs- Mahestala Municipality- 1; Bankura- Bankura Municipality- 1, Bishnupur Municipality-1; Murshidabad- Jiaganj-Azimganj Municipality- 1; Murshidabad, Berhampore Municipality- 1; Jalpaiguri- Jalpaiguri Municipality- 1; Paschim Medinipur- Kharagpur Municipality- 1; Paschim Medinipur- Medinipur Municipality- 1; Uttar Dinajpur- Islampur Municipality and Bhatpara- under Bhatpara Municipality. To commence the report, it is imperative to establish the contextual background and rationale for implementing the Shelter for the Unhoused (SUH) initiative. This task necessitates conducting extensive research and providing a comprehensive overview of the subject matter. The methodology that we have employed for the audit entails a combination of quantitative data analysis, which involves evaluating data gathered from shelters through research tools such as questionnaires. We have presented our findings using tabular and chart formats. In addition, we have conducted a qualitative analysis to assess the conditions of the inmates and the shelter itself, providing a more comprehensive perspective of the service. This is finally complimented with a detailed analysis and overall description of the context as assessed through the audit and therefore will aid in sketching out the fissures and strengths of the system in function.

Synoptic Report of 41 Shelter Homes in West Bengal

KOLKATA MUNICIPAL CORPORATION

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
AMAR ASHROY- I	Jan-19	RNL FORCE	26	34	20/06/2024

No of Residents present on the date of visit(20/06/2024)	Male	14	
	Female	8	
	male child	5	
	female child	7	
No of Residents present physically at the time of audit of visit (20/06/2024-5PM)	TOTAL	30	
	Male	8	
	Female	10	
	Male child	5	
	female child	7	
Admission Flow and Exit in last 3 months	New Admission	0	
	EXIT	1	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	10
		married	9
	Female	PC (married)	0
		MC	0
		single women	8
		widow	2
		married	5
No of the Residents staying with Families(as on date of visit)		7 families; 22 members	
Age wise segregation (as on the date of visit)	Male	<18	5
		18+ to 30	6
		30+ to 40	4
		40+ to 50	2
		50+ to 60	1
		60+ and above	1
	Female	<18	7
		18+ to 30	2
		30+ to 40	3
		40+ to 50	1
		50+ to 60	2
		60+ and above	0
		Less than 6 m	0
		6m-1 year	0
		1-2 years	0

Duration of Stay in the SUH (as on date of visit)	Male	2- 3 years	0
		3 years and above	19
	Female	Less than 6 m	0
		6m-1 year	0
		1-2 years	1
		2- 3 years	0
		3 years and above	14

COMMENTS--

1. Records of inmates movement is maintained.
2. Night survey is not conducted as most inmates were from nearby slum by the local counsellor and brought to the shelter home at the time of establishment.
3. No new permanent asset has been added after 2019.
4. No counselling service available. No intimation sent by the home for starting the same.
5. Accounts register maintained by head office.
6. No proper bedding materials are available since they did not last.
7. No proper prescription provided to inmates. Hence, no official record is maintained.

SUGGESTIONS-

1. To maintain a referral and grievance register.
2. to start and maintain a counselling register.
3. to keep a document on inmates health.

OBSERVATIONS-

1. Bedding materials are required.
2. No proper cooling system (fan) in the office. Shelter staff complained about inadequate fund for maintenance.
3. Window panes are broken. Rainwater comes in during monsoon.
4. Interior and Exterior wall paint is required.
5. Inadequate seating arrangement for visitor in office.

KOLKATA MUNICIPAL CORPORATION

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
AMAR ASHROY-II	1st March,2020	RNL Force	26	21	20/6/2024

No of Residents present on the date of visit (20/06/2024)	Male	0	
	Female	9	
	male child	8	
	female child	4	
No of Residents present physically at the time of audit of visit (20/06/2024-5 pm)	TOTAL	21	
	Male	0	
	Female	9	
	Male child	8	
	female child	4	
Admission Flow and Exit in last 3 months	New Admission	0	
	EXIT	1	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	8
		married	0
	Female	PC (married)	
		MC	1
		single women	5
		widow	4
married	4		
No of the Residents staying with Families(as on date of visit)			3 Families; 16 members
Age wise segregation (as on the date of visit)	Male	<18	8
		18+ to 30	0
		30+ to 40	0
		40+ to 50	0
		50+ to 60	0
		60+ and above	0
	Female	<18	4
		18+ to 30	1
		30+ to 40	4
		40+ to 50	2
		50+ to 60	0

		60+ and above	2
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	0
		6m-1 year	0
		1-2 years	0
		2- 3 years	0
		3 years and above	8
	Female	Less than 6 m	0
		6m-1 year	1
		1-2 years	0
		2- 3 years	0
		3 years and above	12

COMMENTS--

1. Records of inmate movements is maintained.
2. Night Survey is not conducted as most inmates were rescued from nearby slums by the lo establishment.
3. No new permanent asset has been added after 2020.
4. No counselling surveys available. No intimation sent by the home for starting the same.
5. Accounts Register maintained by Head Office.
6. No proper bedding materials are available since they did not last.
7. No proper prescription provided to the inmates. Hence no official record is maintained.
8. No online training provided to the shelter home staffs since they all are new recruits.

SUGGESTIONS-

1. To start and maintain a grievance register.
2. To start and maintain a counselling register.
3. To keep a document on inmates' health.

OBSERVATIONS-

1. Bedding materials required.
2. No proper cooling system (fan) in the office. Shelter staff complained about it
3. Window panes are broken. Rainwater comes in during monsoon.
4. Interior and exterior wall paint is required.
5. Inadequate seating arrangements for visitors in office.

ARAMBAGH MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit of Audit Team
Arambagh Bhoboghure Bhavan	19/2/2019	Arambagh Municipality	22/6/2024

Capacity			50
No of Residents present on the date of visit	Male		10
	Female		13
No of Residents present physically at the time of	Male		8
	Female		7
Admission Flow and Exit in last 3 months	New Admission		2
	Exit		2(Died)
Category of Homeless Persons (as on date of visit)	Male	PC	0
		MC	0
		Single*	2
		Others (Married and staying with families)	8
	Female	PC	2
		MC	0
		single women	3
		widow	8
		Others (Married and staying with families)	0
	Age wise segregation (as on date of visit)	Male	<18
18+ to 30			0
30+ to 40			2
40+ to 50			
50+ to 60			2
60+ and above			4
Female		<18	0
		18+ to 30	0
		30+ to 40	2
		40+ to 50	1
		50+ to 60	3
		60+ and above	7

Duration of Stay in the SUH (as on date of visit)	Male	Less than 6m	1
		6m-1 year	1
		1-2 years	1
		2- 3 years	2
		3 years and above	6
	Female	Less than 6 m	1
		6m-1 year	2
		1-2 years	1
		2- 3 years	2
		3 years and above	6

Comments-

1. The shelter home has completed its tenure of five years.
2. For the last three months inmates are having food from MAA CANTEEN (LUNCH)
3. The shelter staffs are not getting their salary for the last 3 months, since the home has completed its tenure.
4. The shelter home is facing financial problems for running the shelter home
5. A Complaint/ Grievance Register was found but no complaint was found in it
6. No night survey has been conducted on the month of visit to SUH (as on 22/06/24)
7. They might be married or widower but staying in SUH as single

Observations-

1. Letter box not found
2. No mental health camp for inmates has been organised yet. No initiative from SUH has been taken yet for collaborating with local hospitals for organising mental health camps
3. A significant number of shelter inmates are engaged in begging.

Suggestions-

1. Complaint grievance register needs to be updated.
2. Psychological counselling session for inmates may be organised. A request letter may be sent to the superintendent of local hospital for organising mental health camps for inmates for their betterment
3. Referral register needs to be maintained
4. An eye check-up camp for shelter inmates may be organised
5. Shelter inmates may be engaged in the daily operational activities

BANKURA MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Shantiniketan	Jul-21	Friends of poor and socially abandoned	50	31	29/6/2024

No of Residents present on the date of visit (29/06/24)	Male	10	
	Female	21	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (29/06/24)(11:30am)	TOTAL	31	
	Male	10	
	Female	21	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	6	
	EXIT	3	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	6
		married	4
	Female	PC (unmarried)	1
		MC	0
		single women	1
		widow	18
married	1		
No of the Residents staying with Families(as on date of visit)		0	
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	2
		30+ to 40	0
		40+ to 50	1
		50+ to 60	3
		60+ and above	4
	Female	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	5
		50+ to 60	1
		60+ and above	15

Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	2
		6m-1 year	2
		1-2 years	3
		2- 3 years	3
		3 years and above	0
	Female	Less than 6 m	5
		6m-1 year	4
		1-2 years	5
		2- 3 years	7
		3 years and above	0

COMMENTS--

1. Stock (Consumable) register has dates missing.
2. Asset register has dates missing
3. Accounts register updated on the computer (accounts updated till April in the physical register)
4. No grievances have been registered hence the grievance register is empty
5. Counselling request has been made to the Chief Municipality Officer of health
6. Livelihood opportunities have been made. Training has been pursued making paper bags.
7. One staff member (the CMOH) did not get O & M training.

SUGGESTIONS-

1. Inmates may be involved in different works such as in nearby hotels, tea shops, and restaurants as maids/ delivery persons/cleaning staff.

OBSERVATIONS-

1. CCTV is present.
2. Fire extinguisher renewed. Next renewal date is on 1st April 2025.

BARASAT MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Ekanto Apan	Dec-19	Barasat Municipality	50	28	23/6/2024

No of Residents present on the date of visit (23/06/24)	Male	5	
	Female	23	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (23/06/24)- 1PM	TOTAL	14	
	Male	3	
	Female	11	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	2	
	EXIT	3	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1
		MC	0
		unmarried	1
		married	4
	Female	PC (married)	0
		MC	0
		single women	3
		widow	16
married	4		
No of the Residents staying with Families(as on date of visit)		0	
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	1
		30+ to 40	0
		40+ to 50	0
		50+ to 60	1
		60+ and above	3
	Female	<18	0
		18+ to 30	1
		30+ to 40	1
		40+ to 50	5
		50+ to 60	2
		60+ and above	14
	Less than 6 m	0	

Duration of Stay in the SUH (as on date of visit)	Male	6m-1 year	1
		1-2 years	2
		2- 3 years	2
		3 years and above	0
	Female	Less than 6 m	4
		6m-1 year	4
		1-2 years	5
		2- 3 years	5
		3 years and above	5

COMMENTS--

1. Stock register (consumable) and inmates admission register are maintained in the same file.
2. Accounts book is maintained in the ULB.
3. SMC meeting register is kept in the ULB.
4. No internal meetings held in the SUH. The inmates representative share their grivances in the ULB S
5. Referred case certificates are maintained in the inmates register.
6. Rate of reintegration is low.

SUGGESTIONS-

1. The inmate admission register needs to be seperated from the stock register.
2. Inmates were motivated to work based on their existing skills.
3. Grievance and inmate meeting resolution register to be maintained

OBSERVATIONS-

1. No AMC papers for water filters.
2. White board is maintained instead of Notice board

BERHAMPORE MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Nabanir	Apr-21	participatory research action and network	50	28	19/07/2024

No of Residents present on the date of visit (7/19/24)	Male	12	
	Female	16	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (7/19/24)	TOTAL	28	
	Male	12	
	Female	16	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	9	
	EXIT	1	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	3
		married	9
	Female	PC (married)	0
		MC	0
		single women	4(unmarried)/11(separated)
		widow	1
	married	0	
No of the Residents staying with Families(as on date of visit)		NA	
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	5
		30+ to 40	3
		40+ to 50	4
		50+ to 60	0
		60+ and above	0
	Female	<18	0
		18+ to 30	10
		30+ to 40	3
		40+ to 50	3
		50+ to 60	0

		60+ and above	0
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	5
		6m-1 year	2
		1-2 years	3
		2- 3 years	0
		3 years and above	4
	Female	Less than 6 m	5
		6m-1 year	2
		1-2 years	7
		2- 3 years	0
		3 years and above	0

COMMENTS--

1. The shelter home has not conducted any livelihood training session for the inmates however 26 out of 28
2. Dr. Anwasha Roy, health officer of ULB has conducted one psychological counselling session for all the in
3. No register is maintained for inmates who have left the home permanently
4. Shelter manager has been recently replaced and the new manager has started working since May 2024

OBSERVATIONS-

1. Fire extinguishers and CCTV cameras are present

BHATPARA MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit
Shantineer	June, 2022	Bhatpara Municipality	20/6/2024

Capacity			50
No of Residents present on the date of visit (DD/MM/YY)	Male		11
	Female		11
No of Residents present physically at the time of audit of visit (DD/MM/YY)	Male		10
	Female		9
Admission Flow and Exit in last 3 months	New Admission		2
	Exit		2
Category of Homeless Persons (as on date of visit)	Male	PC	0
		MC	0
		Single	9
		Others (Married)	2
	Female	PC	0
		MC	0
		single women	9
		widow	7
	Others (Married)	2	
Age wise segregation (as on date of visit)	Male	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	0
		50+ to 60	0
		60+ and above	11
	Female	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	0
		50+ to 60	2
		60+ and above	9
	Male	Less than 6 m	1
		6m-1 year	4

Duration of Stay in the SUH (as on date of visit)		1-2 years	6
		2- 3 years	Nil
		3 years and above	Nil
	Female	Less than 6 m	5
		6m-1 year	4
		1-2 years	1
		2- 3 years	1
		3 years and above	Nil

Comments-

1. An NGO named Swah is contacted for creating livelihood oppurtunities, they have agreed to provide need-based training like, paper bag packing, packaging, etc
2. SMC has been reconstituted recently
3. Initiative has been taken for psychological counselling of shelter inmates. Bhatpara State General Hospital has been approached for the same.
4. Rules and regulations are not displayed

Observations-

1. 2 inmates were reintegrated with families in the last one year, one of them was male and another one was female
2. The SUH does not have any designated Shelter Manager
3. The movement register of inmates is maintained properly.
4. Leter Box, Notice Board are not found as on the date of visit.

Suggestions-

1. A Refferal register needs to be maintained, and the Grivences register needs to be updated.
- 2.A shelter manager needs to be appointed for smooth functioning of the shelter homes
3. Shelter inmates may be involved in the daily operational activities of the home, like cooking, gardening, maintenance of the building
4. The initiatives for a proper kitchen garden may be undertaken
5. One Refrigerator may be arranged
6. Psychological counselling may be conducted for shelter inmates

BISHNUPUR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
aniket	Nov-22	friends of poor and socially abandoned	50	14	29/06202

No of Residents present on the date of visit (29/06/24)	Male	3	
	Female	11	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (29/06/24)(3:35)	TOTAL	13	
	Male	1	
	Female	12	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	13	
	EXIT	9	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	1
		unmarried	2
		married	0
	Female	PC (married)	0
		MC	0
		single women	5
		widow	4
married	3		
No of the Residents staying with Families(as on date of visit)		4 Members, 2 Families	
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	1
		30+ to 40	0
		40+ to 50	0
		50+ to 60	0
		60+ and above	2
	Female	<18	
		18+ to 30	2
		30+ to 40	0
		40+ to 50	3
		50+ to 60	5
		60+ and above	4

Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	2
		6m-1 year	1
		1-2 years	0
		2- 3 years	0
		3 years and above	0
	Female	Less than 6 m	7
		6m-1 year	0
		1-2 years	4
		2- 3 years	0
		3 years and above	0

COMMENTS--

1. SMC meeting was not held from Jan to May 2024 because the chairman wasn't available
2. A vehicle has been supplied from the ULB to deliver food from Maa Canteen to the SUH
3. The inmates will be trained to make wood apple garland by the manager.
4. The television broke down because of lightening just before the audit.
5. Food is provided by Maa canteen. dry foods such as chira, muri are provided by the SUH
6. Date and number of people for the eye checkup were not registered
7. Both the water filters are not functional but necessary actions have been taken for the installation proces
8. No health camps conducted in March and April 2024 due to lack of communication with the doctors, but the inmates were taken to the hospital when needed

SUGGESTIONS-

1. CCTV surveillance needs to be set up for safety and security of inmates.

OBSERVATIONS-

1. One fire entinguisher is present which is present from the date of establishment.

BONGAON MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Sharan Abasan	Jul-17	Bongaon Municipality	50	33	20/7/2024

No of Residents present on the date of visit (20/07/24)	Male	10	
	Female	22	
	male child	1	
	female child	0	
No of Residents present physically at the time of audit of visit (20/07/24)	TOTAL	32	
	Male	9	
	Female	22	
	Male child	1	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	0	
	EXIT	0	
Category of Homeless Persons (as on date of visit)	Male	PC (unmarried)	2
		MC	0
		unmarried	3
		married	6
	Female	PC (married)	0
		MC	0
		single women	1
		widow	18
married	3		
No of the Residents staying with Families(as on date of visit)		2 families; 4 people	
Age wise segregation (as on the date of visit)	Male	<18	1
		18+ to 30	0
		30+ to 40	0
		40+ to 50	1
		50+ to 60	1
		60+ and above	8
	Female	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	1
		50+ to 60	1
		60+ and above	20

Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	0
		6m-1 year	2
		1-2 years	1
		2- 3 years	3
		3 years and above	5
	Female	Less than 6 m	0
		6m-1 year	0
		1-2 years	3
		2- 3 years	4
		3 years and above	15

COMMENTS--

1. Details regarding inmate information and ailments maintained in a separate register apart from the health register.
2. A doctor is deployed for emergency cases in the SUH.
3. Referral register not maintained, however information of inmates is recorded.
4. Stock (consumable) register and asset register are not separated.
5. The ULB funds recreational trips for the inmates. Recent trips was conducted on jan 2024 to Mayapur.

OBSERVATIONS-

1. CCTV and fire extinguishers functional, and renewed respectively.

KOLKATA MUNICIPAL CORPORATION - BOWBAZAR

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake
ASHRAY	20/01/2020	PRAN	110	99

No of Residents present on the date of visit (DD/MM/YY)	Male	51	
	Female	43	
	male child	3	
	female child	2	
No of Residents present physically at the time of audit of visit (19/06/2024)	TOTAL	35	
	Male	21	
	Female	10	
	Male child	1	
	female child	3	
Admission Flow and Exit in last 3 months	New Admission	34	
	EXIT	13	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	2
		MC	0
		unmarried	21
		married	35
	Female	PC	0
		MC	0
		single women	7
		widow	13
married	23		
No of the Residents staying with Families(as on date of visit)		9 families ; 22 members	
Age wise segregation (as on the date of visit)	Male	<18	3
		18+ to 30	8
		30+ to 40	7
		40+ to 50	14
		50+ to 60	12
		60+ and above	10
	Female	<18	4
		18+ to 30	3
		30+ to 40	8
		40+ to 50	9
		50+ to 60	11
		60+ and above	8
			Less than 6 m

Duration of Stay in the SUH (as on date of visit)	Male	6m-1 year	15
		1-2 years	4
		2- 3 years	12
		3 years and above	19
	Female	Less than 6 m	9
		6m-1 year	8
		1-2 years	4
		2- 3 years	5
		3 years and above	6

COMMENTS-

1. SMC MEETING- No meeting minutes is kept at the Shelter level. However, SMC meetings are conducted in KMC office according to the shelter staff, but no register is maintained at shelter level.
2. No official record at the time of leaving the shelter home is maintained for the inmates who have left the shelter home permanently
3. Few bedding materials are not in usable condition.
4. No log book maintained for sweepers who clean toilets.
5. Inmate specific counseling services provided. Karabi Bhattacharya is the psychological counsellor of the shelter home. No initiative to tag with local hospital is taken as on the date of visit in this respect.
6. Kitchen run and maintained by inmates. On an average 45 inmates' food prepared by inmates in kitchen . Rest eat outside at work
7. Indoor garden maintained but no proper livelihood opportunity created so far. Information form related to Livelihood training data of interested inmates submitted to SUDA but no such action is yet taken. No intimation has been provided by KMC for the same.

SUGGESTIONS-

1. To maintain a movement register of inmates.
2. SMC meeting minutes to be maintained at the shelter home.
3. Update all the registers properly.
4. Referral register is to be maintained.
5. Stock register (consumable) needs to be updated.

OBSERVATIONS--

1. 3 inmates were reintegrated with families in last one year. Two were male (one above 60 years and another between 30 to 40 years). One was female between 40 to 50 years of age. Their families came to the shelter home to bring them back home.
2. Salary due for month of April and May, according to shelter manager.

CHANDANNAGORE MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit	Capacity
Vivekananda Abasan (Chandernagore)	July, 2019	Maya Foundation	22/6/2024	50

Capacity				50		
No of Residents present on the date of	Male			15		
	Female			14		
No of Residents present physically at	Male			14		
	Female			14		
Admission Flow and Exit in last 3 months	New Admission			0		
	Exit			0		
Category of Homeless Persons (as on date of visit)	Male	PC		2		
		MC		2		
		Single		14		
		Others (Married)		0		
	Female	PC		2		
		MC		0		
		single women		7		
		window		5		
Age wise segregation (as on date of visit)	Male	<18		0		
		18+ to 30		1		
		30+ to 40		3		
		40+ to 50		1		
		50+ to 60		2		
		60+ and above		8		
	Female	<18		1		
		18+ to 30		0		
		30+ to 40		0		
		40+ to 50		3		
		50+ to 60		3		
		60+ and above		7		
		Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m		0
				6m-1 year		4
1-2 years				5		
2- 3 years				1		
3 years and above				6		
Female	Less than 6 m			0		
	6m-1 year			2		
	1-2 years			4		
		2- 3 years		0		

		3 years and above		7
No of the Residents staying with Families(as on date of visit)		Yes	Four Families	

Comments-

1. The shelter home will complete its 5year tenure on 16th July 2024.
2. The inmates had an eye checkup on 15th June 2024 followed by cataract surgery
3. 8 inmates had cataract surgery at Bhadreshar Netrodorpon Hospital & welfare society
4. A Cancer Awareness camps were conducted on 6/2/24 by ULB
5. The initiative for psychological counselling has been undertaken at the ULB level, a request letter for assistance on Mental Health related issues for the inmates of the shelter for urban homeless was sent to the superintendent of Chandannagar Hospital.

Observations-

1. Copy of the SMC minutes meeting is kept at the shelter level
2. All the registers are updated
3. 4 inmates were given security guard job by the manager of the shelter home
4. 2 Families shifted to rented house from shelter home

Suggestions-

1. Psychological counselling may be conducted for shelter inmates
2. A glow sign board may be used for displaying the shelter name
3. Shelter inmates may be engaged in the daily operational activities

ASANSOL MUNICIPAL CORPORATION- DEPOPARA

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Ashray	Jul-23	Maya Foundation	50	45	1/7/2024

No of Residents present on the date of visit (01/07/24)	Male	35	
	Female	10	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (01/07/24)	TOTAL	17	
	Male	10	
	Female	7	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission		
	EXIT		
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	11
		married	24
	Female	PC (married)	0
		MC	0
		single women	1
		widow	3
	married	6	
No of the Residents staying with Families(as on date of visit)		2 families, 4 members	
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	7
		30+ to 40	5
		40+ to 50	15
		50+ to 60	7
		60+ and above	1
	Female	<18	0
		18+ to 30	3
		30+ to 40	1
		40+ to 50	5
		50+ to 60	0
		60+ and above	1
	Less than 6 m	16	
	6m-1 year	19	

Duration of Stay in the SUH (as on date of visit)	Male	1-2 years	0
		2- 3 years	0
		3 years and above	0
	Female	Less than 6 m	3
		6m-1 year	7
		1-2 years	0
		2- 3 years	0
		3 years and above	0

COMMENTS--

1. The exit date of inmates leaving the shelter is not recorded in the inmates' register
2. Records of the inmates provided by previous manager do not match with the current manager's. Hence, total gender wise and age-wise capacity, records of duration of stay, marital status, occupation, government schemes, entry-exit flow of inmates and Possession of Entitlements could not be found.
3. Health camps not conducted in the months of April and June 2024 due to doctor's absence.
4. In and out register, Inmates admission register, health register, night survey register not updated.
5. Referral register not present but relevant records available.
6. Counselling needs to be conducted.
7. Livelihood training of incense making has begun.
8. AMC or private maintenance of water filters not conducted

OBSERVATIONS-

1. No CCTV cameras present.
2. Fire extinguishers present and renewed

DUMDUN MUNICIPLITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Swapna Neer	Jan-21	Dumdum Municipality	50	14	23/06/2024

No of Residents present on the date of visit (23/06/2024)	Male	11	
	Female	3	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (23/06/2024- 5:20pm)	TOTAL	1	
	Male	1	
	Female	0	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	3	
	EXIT	3	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	10
		married	1
	Female	PC (married)	0
		MC	0
		single women	0
		widow	2
married	1		
No of the Residents staying with Families(as on date of visit)		NA	
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	0
		30+ to 40	2
		40+ to 50	3
		50+ to 60	4
		60+ and above	2
	Female	<18	0
		18+ to 30	0
		30+ to 40	1
		40+ to 50	0
		50+ to 60	0
		60+ and above	2
		Less than 6 m	2

Duration of Stay in the SUH (as on date of visit)	Male	6m-1 year	3
		1-2 years	0
		2- 3 years	4
		3 years and above	0
	Female	Less than 6 m	4
		6m-1 year	0
		1-2 years	3
		2- 3 years	5
	3 years and above	0	

COMMENTS--

1. Inmates movement register is present but not updated. There is no date in the health register.
2. SMC meeting register in ULB , no counseling register present. No date in the permanent asset register.
3. There is no grievance register or greivane box. All issues are resolved in internal meetings. Swastha Sathi card was applied to the ULB but single person stakeholder was not entertained.
4. The ULB is trying to bring a NUHM registered counsellor and expected to start counselling from 1st week of July. All the inmates are working and have always worked before coming to the SUH. No new livelihood opportunities are created.
5. One inmate has ashthma problem and recently discharged from hospital. He is now under rest and the SUH is
6. trying to provide work opportunity to him.

SUGGESTIONS-

1. To include a column in night survey register to find out the ultimately rescued individual.

OBSERVATIONS-

1. Fire extinguisher will expire next month, but it is currently working.
2. CCTV is currently working.
3. Newspapers are brought on request of inmates.
4. Food is brought from outside and supplied to the inmates.
5. There are no proper bedding materials in a few beds.
6. 3 steel beds needs to be replaced

DURGAPUR MUNICIPAL CORPORATION

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Abhayasharam	Jun-17	Purbachal Ananda foundation	50	32	1/7/2024

No of Residents present on the date of visit (01/07/24)	Male	4	
	Female	23	
	male child	3	
	female child	2	
No of Residents present physically at the time of audit of visit (01/07/24)(2:30pm)	TOTAL	26	
	Male	2	
	Female	20	
	Male child	2	
	female child	2	
Admission Flow and Exit in last 3 months	New Admission	2	
	EXIT	0	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	5
		married	2
	Female	PC (married)	0
		MC	0
		single women	7
		widow	11
married	7		
No of the Residents staying with Families(as on date of visit)		1 (4 members)	
Age wise segregation (as on the date of visit)	Male	<18	3
		18+ to 30	0
		30+ to 40	0
		40+ to 50	0
		50+ to 60	1
		60+ and above	3
	Female	<18	2
		18+ to 30	1
		30+ to 40	0
		40+ to 50	2
		50+ to 60	2

		60+ and above	18
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	0
		6m-1 year	1
		1-2 years	2
		2- 3 years	3
		3 years and above	1
	Female	Less than 6 m	3
		6m-1 year	6
		1-2 years	4
		2- 3 years	1
		3 years and above	7

COMMENTS--

1. Sweeper is occasionally hired by the durgapur municipal corporation
2. No AMC of the water filter is present, however, it is maintained privately by the SUH.
3. No counselling services provided.

OBSERVATIONS

1. All the registers were well maintained.
2. The SUH has applied for renewal of fire extinguishers, which expired two years ago. CCTV cameras are working

GAYESHPUR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit
Prottoiye	7th Dec, 2021	Gayeshpur	24/6/2024

Capacity			50
No of Residents present on the date of visit (DD/MM/YY)	Male		17
	Female		16
No of Residents present physically at the time of audit of visit (DD/MM/YY)	Male		13
	Female		9
Admission Flow and Exit in last 3 months	New Admission		3
	Exit		0
Category of Homeless Persons (as on date of visit)	Male	PC	1
		MC	0
		Single	15
		Others (Married)	2
	Female	PC	0
		MC	1
		single women	14
		widow	7
		Others	
	Age wise segregation (as on date of visit)	Male	<18
18+ to 30			1
30+ to 40			2
40+ to 50			3
50+ to 60			3
60+ and above			6
Female		<18	2
		18+ to 30	1
		30+ to 40	3
		40+ to 50	2
		50+ to 60	2
		60+ and above	6
Male	Less than 6 m	1	
	6m-1 year	7	
	1-2 years	3	
	2- 3 years	5	

Duration of Stay in the SUH (as on date of visit)	Female	3 years and above	0
		Less than 6 m	2
		6m-1 year	4
		1-2 years	6
		2- 3 years	5
		3 years and above	0

Comments-

1. Eye-check up is scheduled for this month at Shree Sarada Ashram, Gayeshpur
2. Initiative has been taken to organise Mental Health Camps/ Psychological counselling for shelter inmates. Request letters for assistance on mental Health related issues for shelter inmates has been sent to the Superintendent of Kalyani, J.N.M Hospital Kalyani have been sent.
3. Lunch is brought from MAA- Canteen, and the dinner is cooked in their own kitchen
4. The SUH is raising chicken in the shelter premise

Observations-

1. 4 inmates were reintegrated with their families in the last one year.
2. 2 families, one family having four members and the second family with having 3 members have left the shelter home and went to a rented house.
3. The movement register of inmates is not maintained properly. The data of inmates who have left the shelter home permanently is not maintained

Suggestions-

1. A referral register is to be maintained
2. Inmates movement register needs to be maintained properly
3. A psychological counselling session may be organised for shelter inmates
4. Shelter inmates may be engaged in the daily operational activities

HABRA MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Vibekananda Bhavan	Feb-19	Purbachal Ananda Foundation	50	32	20/7/2024

No of Residents present on the date of visit (20/07/24)	Male	12	
	Female	20	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (20/07/24)	TOTAL	31	
	Male	11	
	Female	20	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	6	
	EXIT	7	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	
		MC	
		unmarried	10; Seperated:2
		married	0
	Female	PC (married)	
		MC	
		single women	3; Seperated: 5
		widow	12
married	0		
No of the Residents staying with Families(as on date of visit)		0	
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	2
		30+ to 40	1
		40+ to 50	0
		50+ to 60	2
		60+ and above	7
	Female	<18	0
		18+ to 30	1
		30+ to 40	1
		40+ to 50	2
		50+ to 60	6

		60+ and above	10
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	3
		6m-1 year	1
		1-2 years	3
		2- 3 years	3
		3 years and above	2
	Female	Less than 6 m	2
		6m-1 year	2
		1-2 years	8
		2- 3 years	3
		3 years and above	5

COMMENTS--

1. 7 inmates are associated with the thread cutting and bundle making, which is organised by the SUH. (Livelihood generation)
2. Health camps not held regularly.

SUGGESTIONS-

1. Separate counselling register is required .

OBSERVATIONS-

1. CCTV and fire extinguisher functional.

HALISHAHAR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit
Ramprasad Awas	April, 2020	Halisahar Municipality	20/6/2024

Capacity				50	
No of Residents present on the date of visit	Male			14	
	Female			15	
No of Residents present physically at the time of	Male			0	
	Female			2	
Admission Flow and Exit in last 3 months	New Admission			Total 5 - 3 - M& 2 F	
	Exit			3	
Category of Homeless Persons (as on date of visit)	Male	PC		0	
		MC		0	
		Single		12	
		Others (Married)		2	
	Female	PC		2	
		MC		2	
		single women		0	
		window		12	
	Others		3		
Age wise segregation (as on date of visit)	Male	<18		1	
		18+ to 30			
		30+ to 40			
		40+ to 50		3	
		50+ to 60			
		60+ and above		10	
	Female	<18			
		18+ to 30			
		30+ to 40			
		40+ to 50		3	
		50+ to 60		0	
		60+ and above		12	
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m		3	
		6m-1 year		4	
		1-2 years		4	
		2- 3 years		5	
		3 years and above		0	
	Female	Less than 6 m		2	
		6m-1 year		6	
		1-2 years		1	
	2- 3 years		4		

		3 years and above		0
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Comments-

1. No log book is maintained for sweepers who come from the Municipality.
2. No proper livelihood opportunities have been created so far. Information Form related to livelihood training data of interested inmates submitted to SUDA but no further actions are taken yet. No intimation has been provided by the Municipality for the same.
3. Kitchen Garden is absent
4. Inmates specific counselling services have not been provided yet however, the initiatives have been taken by the Municipality. The Municipality Health Officer 'Anjan Barik' has been intimated for the same.
5. Sometimes food from MA-CANTEEN was bought when new the LPG cylinder delivery gets delayed.
6. SMC Meeting - No meeting minutes is kept at the shelter home, however SMC meetings are conducted at the Municipality office, but no register is maintained at the shelter homes.
7. Few bedding materials are no in useable conditions
8. Permanent Asset Register is kept with the Municipality not found on the day of visit

Observations-

- 1.4 inmates were reintegrated with families in the last one year.
- 2.2 families, one family having four members and the second family with having 3 members have left the shelter home and went to a rented house.
3. The movement register of inmates is maintained properly.
4. Planning for preparing the kitchen garden has been initiated.
5. No dietary charts is displaced
6. One Fire Extinguisher is functional but the refilling date is not visible

Suggestions-

1. A separate Stock (Consummable) Register need to be maintained.
2. Referral register and Grievances complaint Register need to be maintained
3. Letter Box need to be maintained
4. Notice Board needs to be maintained
5. The shelter home may arrange the refrigerator facility and other recreational facility like a television set.

KOLKATA MUNICIPAL CORPORATION- HARIDEVPUR

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Ashray	Nov-21	Purbachal Ananda Foundation	50	42	18/7/2024

No of Residents present on the date of visit (18/07/24)	Male	10	
	Female	32	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (18/07/24)	TOTAL	42	
	Male	10	
	Female	32	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	5	
	EXIT	5	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	4
		married	6
	Female	PC (married)	0
		MC	0
		single women	6
		widow	20
married	6		
No of the Residents staying with Families(as on date of visit)		1 family ;2 people	
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	1
		30+ to 40	0
		40+ to 50	2
		50+ to 60	1
		60+ and above	6
	Female	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	3
		50+ to 60	7

		60+ and above	22
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	2
		6m-1 year	2
		1-2 years	6
		2- 3 years	0
		3 years and above	0
	Female	Less than 6 m	4
		6m-1 year	5
		1-2 years	20
		2- 3 years	3
		3 years and above	0

COMMENTS--

1. Water filters and fire extinguishers are provided by NGO and through donations
2. The water filter is covered under AMC
3. "Number of people identified" column not present in night survey register. Male and female distinction not present.
4. The SUH is under kolkata municipal corporation so the SMC register is present there
5. Staff meeting, inmates meeting registers present and maintained

OBSERVATIONS-

1. CCTV and fire extinguishers present and working

HOWRAH MUNICIPAL CORPORATION

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Ghare phera	Jan-19	purbachal anand foundation	50	40	18/7/2024

No of Residents present on the date of visit (18/07/24)	Male	8	
	Female	26	
	male child	3	
	female child	2	
No of Residents present physically at the time of audit of visit (18/07/24)	TOTAL	38	
	Male	9	
	Female	24	
	Male child	3	
	female child	2	
Admission Flow and Exit in last 3 months	New Admission	3	
	EXIT	15	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	7
		married	4
	Female	PC (married)	0
		MC	0
		single women	5
		widow	19
married	4		
No of the Residents staying with Families(as on date of visit)		6 families (13 members)	
Age wise segregation (as on the date of visit)	Male	<18	3
		18+ to 30	0
		30+ to 40	0
		40+ to 50	1
		50+ to 60	1
		60+ and above	6
	Female	<18	2
		18+ to 30	2
		30+ to 40	2
		40+ to 50	4
		50+ to 60	5

		60+ and above	13
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	0
		6m-1 year	0
		1-2 years	2
		2- 3 years	5
		3 years and above	4
	Female	Less than 6 m	2
		6m-1 year	2
		1-2 years	2
		2- 3 years	5
		3 years and above	17

COMMENTS--

1. Livelihood trainings was provided but no one was interested
2. The first SMC meeting was conducted 9/05/24
3. Referral register not present hence there have been no referrals made from the police
4. Health camps are held irregularly

OBSERVATIONS

1. CCTV and fire extinguishers are present

ISLAMPUR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Ashroy	Dec-19	Islampur Municipality	50	33	22/7/2024

No of Residents present on the date of visit (22/07/24)	Male	11	
	Female	18	
	male child	2	
	female child	2	
No of Residents present physically at the time of audit of visit (22/07/24)	TOTAL	30	
	Male	11	
	Female	15	
	Male child	2	
	female child	2	
Admission Flow and Exit in last 3 months	New Admission	2	
	EXIT	0	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	5
	Female	married	7
		PC (married)	0
		MC	0
		single women	3
		widow	9
married	6		
No of the Residents staying with Families(as on date of visit)		3 family; 8 member	
Age wise segregation (as on the date of visit)	Male	<18	2
		18+ to 30	2
		30+ to 40	1
		40+ to 50	0
		50+ to 60	3
		60+ and above	5
	Female	<18	2
		18+ to 30	1
		30+ to 40	1
		40+ to 50	3
		50+ to 60	8

		60+ and above	5
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	0
		6m-1 year	1
		1-2 years	5
		2- 3 years	3
		3 years and above	4
	Female	Less than 6 m	4
		6m-1 year	1
		1-2 years	5
		2- 3 years	8
		3 years and above	2

COMMENTS--

- 1 Sweeper is appointed thrice a month, and the inmates clean the bathrooms everyday.
2. No health camps have been held since the past one year. Inmates are taken to the nearby hospital if nessecery.
3. The format of the Night survey register is incorrect.
4. Stock register and permanent asset register not shown.
5. Male and female dormitories to be separated for privacy purposes
6. Most of the registers are not maintained correctly.
7. Inmates are taken for health checkup when required

OBSERVATIONS-

1. CCTV and fire extinguisher working and renewed.

JALPAIGURI MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
ASHRAY	Apr-18	Jalpaiguri Municipality	50	32	22/7/2024

No of Residents present on the date of visit (22/07/2024)	Male	12		
	Female	15		
	male child	2		
	female child	3		
No of Residents present physically at the time of audit of visit (22/07/2024)	TOTAL	32		
	Male	5		
	Female	7		
	Male child	0		
	female child	2		
Admission Flow and Exit in last 3 months	New Admission	3 Females , out of that 1 Female Child	05-05-2024, 10-07-2024 (2)	
	EXIT	1 Male	11/7/2024	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	2	
		MC	0	
		unmarried	7	
		married	5	
	Female	PC (married)	1	
		MC	0	
		single women	7	
		widow	3	
married	7			
No of the Residents staying with Families(as on date of visit)	2 Families	Total -3 Families (Total Members-8)		
Age wise segregation (as on the date of visit)	Male	<18	2	
		18+ to 30	0	
		30+ to 40	2	
		40+ to 50	1	
		50+ to 60	3	
		60+ and above	6	
	Female	<18	3	
		18+ to 30	1	
		30+ to 40	2	
		40+ to 50	3	
		50+ to 60	3	

Duration of Stay in the SUH (as on date of visit)	Male	60+ and above	5	
		Less than 6 m	1	
		6m-1 year	1	
		1-2 years	2	
		2- 3 years	4	
	3 years and above	7		
	Female	Less than 6 m	3	
		6m-1 year	1	
		1-2 years	2	
		2- 3 years	6	
3 years and above		6		

COMMENTS--

1. CCTV cameras were functioning properly.
2. Admission registers are regularly maintained, but inmates signatures are absent during their admission to SUH.
3. No recreational facilities like television or indoor games were found.
4. An initiative has been taken by the shelter management committee to find jobs for the inmates.
5. SMC Committee meetings are held on a regular basis.
6. Whiteboard containing the age distribution, gender and total number of inmates was not found.

SUGGESTIONS-

1. One Television may be arranged for Shelter inmates.
2. Mental Health checkups including psychological counselling sessions should be conducted on a regular basis.
3. Shelter inmates may be engaged in daily operational activities of the shelter home.
- 4, More inmates should be rescued through continuous Night Surveys.
5. Some recreational facilities should be created for the shelter inmates who are aged below 12 years.
6. The Shelter Homes should approach to private donors for donations.
7. Nutritional status of inmates should be cross-checked regularly, specially those aged above 60 years as most of them suffer from general weakness as diagnosed by ULB doctors.

OBSERVATIONS-

1. Night surveys are conducted once in a month but no new inmates have been rescued for a long time.
2. Doctor's signature was not found in the Health Register.
3. Counselling of inmates are not conducted regularly and no initiative has been taken by the ULB for organizing mental health camps or psychological counselling sessions.
4. Psychological counselling register and referral register was not found.
5. All the registers are updated.

ASANSOL UNICIPAL CORPORATION- JAMURIA

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Ashroy	Jul-19	purbachal ananda foundation	50	25	30/6/2024

No of Residents present on the date of visit (30/06/24)	Male	11	
	Female	12	
	male child	2	
	female child	0	
No of Residents present physically at the time of audit of visit (30/06/24)	TOTAL	24	
	Male	11	
	Female	11	
	Male child	2	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	4	
	EXIT	0	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1
		MC	0
		unmarried	4
		married	8
	Female	PC (married)	0
		MC	0
		single women	0
		widow	9
	married	3	
No of the Residents staying with Families(as on date of visit)		3 families/ 9 members	
Age wise segregation (as on the date of visit)	Male	<18	2
		18+ to 30	2
		30+ to 40	0
		40+ to 50	3
		50+ to 60	2
		60+ and above	4
	Female	<18	0

		18+ to 30	1
		30+ to 40	0
		40+ to 50	4
		50+ to 60	4
		60+ and above	3
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	4
		6m-1 year	2
		1-2 years	5
		2- 3 years	0
		3 years and above	2
	Female	Less than 6 m	1
		6m-1 year	0
		1-2 years	6
		2- 3 years	2
		3 years and above	3

COMMENTS--

1. People from outside the shelter home are allowed to participate in the health camps
2. One family in the SUH owns a business locally and employs some of the other inmates. According to the manager they stay here for ease of commute
3. Sweeper is hired 4 times a month for cleaning the bathrooms. Daily cleaning is done by the inmates
4. NGO pays for SUH's water filter maintenance and it is well maintained. AMC not present.
5. In house livelihood opportunity through incense stick production has been proposed by the NULM manager which may start from next month.
6. Several records regarding the inmates were not documented properly (marital status, employment)

SUGGESTIONS-

1. Request for temporary boundary on north and east side of the property for tree plantation as cattle destroy the plantation
2. Individual counselling sessions may begin for inmates. The audit team has already spoken to the councillor. Needful! arrangements already been placed.

OBSERVATIONS-

1. Six fire extinguishers (renewal due this month). 6 functional CCTV cameras

JIAGUNG AZIMGANJ MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Shantiniketan	Nov-19	Jiaganj municipality	50	34	6/30/2024

No of Residents present on the date of visit (01/07/24)	Male	16	
	Female	16	
	male child	1	
	female child	1	
No of Residents present physically at the time of audit of visit (30/06/24)(9:30)	TOTAL	34	
	Male	10	
	Female	10	
	Male child	1	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	0	
	EXIT	0	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1+1
		MC	0
		unmarried	3
		married	13
	Female	PC (unmarried)	0
		MC	0
		single women	2
		widow	12
married	0		
No of the Residents staying with Families(as on date of visit)		3 family, 8members	
Age wise segregation (as on the date of visit)	Male	<18	1
		18+ to 30	1
		30+ to 40	1
		40+ to 50	2
		50+ to 60	2
		60+ and above	10
	Female	<18	1
		18+ to 30	2
		30+ to 40	2
		40+ to 50	1
		50+ to 60	1
		60+ and above	10
		Less than 6 m	0
		6m-1 year	3

Duration of Stay in the SUH (as on date of visit)	Male	1-2 years	3
		2- 3 years	1
		3 years and above	9
	Female	Less than 6 m	0
		6m-1 year	1
		1-2 years	1
		2- 3 years	1
		3 years and above	13

COMMENTS—

1. Inmates are not coming through night surveys for a long time Lunch comes from Maa canteen
2. Not all the records are maintained properly
Water filter is not functional
3. Toilets are not cleaned ; there was no light in the toilet of ground floor

OBSERVATIONS-

1. Inmates in-out register is not maintained properly
2. Inmates data related to who have left the shelter permanently is not maintained
3. Some of the shelter inmates have expressed their willingness to work but they are not getting adequate opprtunities for the same

SUGGESTIONS-

1. A psychological counselling session may be organised for shelter inmates
2. The initiative for organising mental health camp by taking the assistance of local hospital may be initiated. A letter to the superintendent of local hospital for seeking formal assistance may be written
3. Frequency of conducting night survey may be increased
4. Shelter inmates may be engaged in the daily operational activities
5. SUH may take initiative for creating livelihood opprtunities for shelter inmates
6. Complaint register, referral register, psychological counselling register need to be maintained
An eye-check up camp may be organised for inmates

KOLKATA MUNICIPAL CORPORATION – KALIGHAT 2

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Kalighat Unit 2	12th February 2020	Aastha Jadavpur	140	133	21 June, 2024
No of Residents present on the date of visit (21/06/24)		Male	40		
		Female	43		
		male child	32		
		female child	18		
No of Residents present physically at the time of audit of visit (21/06/24- 1PM)		TOTAL	28		
		Male	9		
		Female	10		
		Male child	5		
		female child	4		
Admission Flow and Exit in last 3 months		New Admission	6		
		EXIT	3		
Category of Homeless Persons (as on date of visit)		Male	PC (married)	0	
			MC	0	
			unmarried	3	
			married	37	
		Female	PC (married)	1	
			MC	0	
			single women	1	
			widow	11	
			married	32	

No of the Residents staying with Families(as on date of visit)		25 families; 107 members	
Age wise segregation (as on the date of visit)	Male	<18	32
		18+ to 30	17
		30+ to 40	9
		40+ to 50	7
		50+ to 60	7
		60+ and above	0
	Female	<18	18
		18+ to 30	16
		30+ to 40	7
		40+ to 50	2
		50+ to 60	7
		60+ and above	11
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	3
		6m-1 year	12
		1-2 years	5
		2- 3 years	11
		3 years and above	41
	Female	Less than 6 m	4
		6m-1 year	8
		1-2 years	7
		2- 3 years	10
		3 years and above	32

COMMENTS--

- 1 Counselling provided to the inmates by the caregiver. No registers maintained
- 2 Shelter Managers requested for a raise.
- 3 Form for inmates interested in livelihood training sent to KMC. A few inmates were sent to Nursing Training centers and worked as security guards under the initiatives of the NGO running the shelter home.
- 4 Reintegration is done but the amount is low. Currently, there are many inmates in the

shelter. The inmates refuse to leave the home.

5 inmates in the shelter. The inmates refuse to leave the home.

6 SMC Corporation level meetings were last held six months ago with NULM Manager and KMC.

SUGGESTIONS-

1 To maintain and update counselling and grievance register.

OBSERVATIONS-

1 No water filters present.

2 80% of the inmates are associated with some form of livelihood.

3 No separate male and female wards.

4 Night surveys are done despite the shelter home running at nearly full capacity.

5 Internal meetings are held where the inmates issues are resolved.

6 Inmates Case study register is maintained which is a good practice

KHARAGPUR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Swapnaneer	May-22	friends for poor and socially abandoned	SO	47	29/06/2024

No of Residents present on the date of visit (29/06/24)	Male	21	
	Female	25	
	male child	1	
	female child	0	
No of Residents present physically at the time of audit of visit (29/06/24)(9:00PM)	TOTAL	44	
	Male	19	
	Female	24	
	Male child	1	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	15	
	EXIT	0	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	NA
		married	NA
	Female	PC (married)	0
		MC	0
		single women	NA
		widow	NA
		married	NA

No of the Residents staying with Families(as on date of visit)		0	
Age wise segregation (as on the date of visit)	Male	<18	1
		18+ to 30	1
		30+ to 40	1
		40+ to 50	3
		50+ to 60	7
		60+ and above	5
	Female	<18	0
		18+ to 30	2
		30+ to 40	7
		40+ to 50	8
		50+ to 60	3
		60+ and above	9
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	4
		6m-1 year	3
		1-2 years	14
		2- 3 years	0
		3 years and above	0
	Female	Less than 6 m	5
		6m-1 year	4
		1-2 years	17
		2- 3 years	0
		2 years and above	0

COMMENTS—

1. Records of marital status of inmates not present.
2. ULB'S support for health camps is less due to financial constraints. Hence private bodies arrange for the same. It has been conducted twice so far, hence no register.
3. Livelihood opportunity is being generated through fibre arts (carpet making).
4. Date not mentioned in permanent asset register
5. No grievances have been registered by the inmates.

OBSERVATIONS-

1. General cleanliness and hygiene are well maintained in SUH.
2. Engaging activities and creative ventures (such as knitting) are promoted with minimal resources gathered from donations which might help elevate mental stresses and anxiety
3. CCTV is present and working. Fire extinguisher has not been installed yet. A quotation has been sent to Municipality

KRISHNANAGR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Sukhuneer	Jul-17	Now Maintained by Krishnanagar Municipality	50	41	19/07/24

No of Residents present on the date of visit (19/07/24)	Male	17	
	Female	20	
	male child	3	
	female child	1	
No of Residents present physically at the time of audit of visit (19/07/24)	TOTAL	41	
	Male	18	
	Female	20	
	Male child	2	
	female child	1	
Admission Flow and Exit in last 3 months	New Admission	4	
	EXIT	0	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	5
		MC (married)	1
		unmarried	12
		married	8
	Female	PC (unmarried)	2
		MC (married)	1
		single women	9
		widow	10
		married	6

No of the Residents staying with Families(as on date of visit)		5	
Age wise segregation (as on the date of visit)	Male	<18	2
		18+ to 30	3
		30+ to 40	0
		40+ to 50	1
		50+ to 60	5
		60+ and above	9
	Female	<18	1
		18+ to 30	0
		30+ to 40	2
		40+ to 50	2
		50+ to 60	3
		60+ and above	13
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	3
		6m-1 year	2
		1-2 years	3
		2- 3 years	2
		3 years and above	10
	Female	Less than 6 m	2
		6m-1 year	3
		1-2 years	3
		2- 3 years	3
		3 years and above	10

COMMENTS--

1. Gas and kitchen supply present and are used for MAA canteen. The inmates eat from the canteen.-

OBSERVATIONS-

1. Fire extinguisher and CCTV cameras present

ASANSOL MUNICIPAL CORPORATION- KULTI

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Ashray	Dec-20	Maya Foundation in association with Asansol municipality	50	48	30/6/2024

No of Residents present on the date of visit (30/06/24)	Male	15	
	Female	19	
	male child	7	
	female child	3	
No of Residents present physically at the time of audit of visit (30/06/24)(10:00pm)	TOTAL	38	
	Male	14	
	Female	17	
	Male child	4	
	female child	3	
Admission Flow and Exit in last 3 months	New Admission	5	
	EXIT	3	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	12
		married	10
	Female	PC (married)	0
		MC	0
		single women	9
		widow	4
		married	9

No of the Residents staying with Families(as on date of visit)		6 families, (25 members)	
Age wise segregation (as on the date of visit)	Male	<18	8
		18+ to 30	2
		30+ to 40	5
		40+ to 50	1
		50+ to 60	1
		60+ and above	5
	Female	<18	5
		18+ to 30	4
		30+ to 40	5
		40+ to 50	2
		50+ to 60	1
		60+ and above	5
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	1
		6m-1 year	2
		1-2 years	11
		2- 3 years	4
		3 years and above	2
	Female	Less than 6 m	2
		6m-1 year	1
		1-2 years	12
		2- 3 years	5
		3 years and above	4

COMMENTS--

1. The inmates clean the washroom every day. The sweeper is appointed as needed by the ULB.
2. AMC registration is not done as it has been recommended by the filter company (pure it) to buy a new one because the machine is four years old.
3. Regular monthly doctor visits are being arranged by ECL (Eastern Coalfield Limited).
4. Free ambulance services not provided by the ULB which causes managers to pay from the budget provided by SUDA.

5. An eye checkup and full body checkup were scheduled but have now been delayed due to weather conditions.
6. Both one-on-one and group counselling to commence from next month.
7. The SMC committee does not have a NGO representative and a police representative. A larger body of committee is needed to be formed for it.
8. No referral register is present, however, relevant documents are attached to the admission register.
9. Permanent exit dates of the inmates should be mentioned in the admission register using records which are available to the manager.
10. Several records regarding the inmates were not documented properly (marital status, employment)

OBSERVATIONS-

1. Fire extinguishers are present and renewed. CCTV is not working.

MADHYAMGRAM MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Sandhya Nir	Jan-21	Joy Prakash Institute of Social Change	50	21	23/06/20

No of Residents present on the date of visit (23/06/2024)	Male	9	
	Female	12	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (23/06/2024- 3:30pm)	TOTAL	8	
	Male	4	
	Female	4	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	5	
	EXIT	1	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1
		MC	1
		unmarried	1
		married	8
	Female	PC (married)	0
		MC	0
		single women	1
		widow	5
		married	6
No of the Residents staying with Families(as on date of visit)		NA	
	Male	<18	0

Age wise segregation (as on the date of visit)		18+ to 30	0
		30+ to 40	0
		40+ to 50	2
		50+ to 60	3
		60+ and above	6
	Female	<18	0
		18+ to 30	1
		30+ to 40	0
		40+ to 50	1
		50+ to 60	2
		60+ and above	6
		Duration of Stay in the SUH (as on date of visit)	Male
6m-1 year	3		
1-2 years	0		
2- 3 years	4		
3 years and above	0		
Female	Less than 6 m		4
	6m-1 year		0
	1-2 years		3
	2- 3 years		5
	3 years and above		0

COMMENTS--

- 1 There is one male suffering from Alzheimers disease in the home but there is a need for special caregiving.
- 2 Due to lack of doctors, there is no monthly health check up. However, the inmates are taken to ULB health centre for a checkup.
- 3 No inmates are covered under Government schemes.
- 4 The home itself took thonga making initiatives for the shelter inmates by taking training from Youtube.

SUGGESTIONS-

- 1 To maintain and update a counselling register, the format has been shared to them.

OBSERVATIONS-

- 1 Fire extinguisher will be refilled next month. It is not functional now.
- 2 Staircase not covered by CCTV but there are CCTV in the wards.
- 3 Half of the bedding materials are not in usable condition.
- 4 SUH is making banners for the home staircase since many people mistook the SUH for old age homes.

MAHESHTALA MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Abas	Jul-19	Gardenreach Bangla basti academic development society	50	24	22/6/2024

No of Residents present on the date of visit (22/06/24)	Male	8	
	Female	14	
	male child	0	
	female child	2	
No of Residents present physically at the time of audit of visit (22/06/24)- 5PM	TOTAL	17	
	Male	11	
	Female	6	
	Male child	0	
	female child	2	
Admission Flow and Exit in last 3 months	New Admission	4	
	EXIT	0	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1
		MC	0
		unmarried	0
		married	5
	Female	PC (married)	0
		MC	0
		single women	5
		widow	8
		married	5
No of the Residents staying with Families(as on date of visit)		4 families; 9 members	

Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	1
		30+ to 40	1
		40+ to 50	0
		50+ to 60	4
		60+ and above	2
	Female	<18	2
		18+ to 30	0
		30+ to 40	0
		40+ to 50	2
		50+ to 60	2
		60+ and above	10
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	2
		6m-1 year	2
		1-2 years	1
		2- 3 years	1
		3 years and above	9
	Female	Less than 6 m	1
		6m-1 year	0
		1-2 years	1
		2- 3 years	5
		3 years and above	2

COMMENTS--

- 1 2 counselors have been appointed by the ULB in the last month.
- 2 17 inmates have been counseled individually.
Internal meetings are conducted every month. However, group discussions
- 3 among inmates are held every week.
- 4 11 single people have applied for Swastha sathi card, but are yet to receive.
- 5 Few inmates have started working as domestic help and in the ULB.
- 6 SMC meetings with SUH manager, staffs, NULM manager and inmates are held every month. The ULB declared to undertake the responsibility of the SUH since the home will
- 7 complete 5 years.
- 8 One family has left the shelter to live on their own income.

SUGGESTIONS-

- 1 Suggested to put up the notice board.
Record of mentally challenged inmates to be updated properly using a
- 2 standardised scale for measurement of depression.
To conduct standardised psychometric test, as per the need of the situation, to
- 3 appropriately asses the mentally challenged inmates.
- 4 To maintain and update counselling, refferal and SMC register.

OBSERVATIONS-

- 1 No AMC papers for water filters.
- 2 Bedding materials are not in proper condition.
- 3 Inmates are provided with a separate diet for observing religious fastings.
- 4 Counselling records are maintained in the health register

ENGLISH BAZAR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Anubhab	Oct-18	English Bazar Municipality	50	17	22/7/2024

No of Residents present on the date of visit (22/07/24)	Male	1	
	Female	15	
	male child	0	
	female child	1	
No of Residents present physically at the time of audit of visit (22/07/24)	TOTAL	17	
	Male	1	
	Female	15	
	Male child	0	
	female child	1	
Admission Flow and Exit in last 3 months	New Admission	2	
	EXIT	0	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	
		MC	
		unmarried	0
		married	1
	Female	PC (married)	3
		MC	6
		single women	4
		widow	12
married	0		
No of the Residents staying with Families(as on date of visit)		0	

Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	0
		50+ to 60	0
		60+ and above	1
	Female	<18	1
		18+ to 30	1
		30+ to 40	1
		40+ to 50	2
		50+ to 60	4
		60+ and above	7
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	1
		6m-1 year	0
		1-2 years	0
		2- 3 years	0
		3 years and above	0
	Female	Less than 6 m	1
		6m-1 year	1
		1-2 years	1
		2- 3 years	1
		3 years and above	12

COMMENTS

1. Diaper is being provided to a bedridden inmate.
2. Night survey register not present
3. A sincere effort has been initiated for the counselling process. Doctors from the Malda Medical College have been appointed for one to one counselling process

OBSERVATIONS-

1. CCTV and fire extinguisher functional and renewed respectively

KALYANI MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit
Nirhara	3/24/2021	Kalyani ULB	6/24/2024

Capacity			50
No of Residents present on the date of visit (DD/MM/YY)	Male		19
	Female		16
No of Residents present physically at the time of audit	Male		
	Female		
Admission Flow and Exit in last 3 months	New Admission		3
	Exit		0
Category of Homeless Persons (as on date of visit)	Male	PC	1
		MC	0
		Single	13
		Others (Married)	0
	Female	PC	1
		MC	0
		single women	13
		window	12
	Others		
Age wise segregation (as on date of visit)	Male	<18	0
		18+ to 30	0
		30+ to 40	1
		40+ to 50	0
		50+ to 60	0
		60+ and above	14
	Female	<18	1
		18+ to 30	
		30+ to 40	
		40+ to 50	1
		50+ to 60	
		60+ and above	14
Male	Less than 6 m	1	
	6m-1 year	5	
	1-2 years	4	

Duration of Stay in the SUH (as on date of visit)	Female	2- 3 years	4
		3 years and above	1
		Less than 6 m	2
		6m-1 year	1
		1-2 years	8
		2- 3 years	7
		3 years and above	0

Comments

1. Initiatives for creating livelihood opportunities has been initiated at the shelter level. 5 inmates have been referred and recommended for jobs in different sectors and all the 5 inmates have got jobs
2. A training session for making handcrafts for shelter inmates has been planned and a meeting with several NGO's have been convened on 22nd June for the same.
3. Initiative has been taken to organise Mental Health Camps/ Psychological counselling for shelter inmates. Request letters for assistance on mental Health related issues for shelter inmates has been sent to the Superintendent of Kalyani, J.N.M Hospital and The Executive Director of AIIMS, Kalyani have been sent.
4. Shelter Inmates attended a Mental Health Awareness Camp organised by Nadia Ranaghat Sampriti Society on 2nd June, 24

Observations

1. The movement register of inmates is not maintained properly.

Suggestions

1. A copy of meeting Minutes of SMC Committee meetings may be kept at the shelter level.
2. The movement register especially the leave record of inmates is needed to be maintained properly.

KATWA MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit
Thikana	8/18/2019	Katwa Municipality	6/29/2024

Capacity			50	
No of Residents present on the date of visit (DD/MM/YY)	Male		15	2(Children)
	Female		17	2Children
No of Residents present physically at the time of audit of visit	Male		15	2(Children)
	Female		17	2Children
Admission Flow and Exit in last 3 months	New Admission		2	
	Exit		2	
Category of Homeless Persons (as on date of visit)	Male	PC	2	
		MC	5	
		Single	15	
		Others (Married) child	2	
	Female	PC	0	
		MC	3	
		single women	15	
		widow	16	
		Others (staying with family and children)	3+2	
	Age wise segregation (as on date of visit)	Male	<18	2
18+ to 30			0	
30+ to 40			2	
40+ to 50			0	
50+ to 60			2	
60+ and above			11	
Female		<18	2	
		18+ to 30	0	
		30+ to 40	2	
		40+ to 50	1	
		50+ to 60	4	
		60+ and above	10	

Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	1
		6m-1 year	2
		1-2 years	3
		2- 3 years	1
		3 years and above	12
	Female	Less than 6 m	0
		6m-1 year	1
		1-2 years	1
		2- 3 years	2
		3 years and above	14

Comments

The shelter home is about to complete its 5years tenure. A meeting was convened with local MLA for future course of actions . A letter has been sent to SUDA for fund extension.

Psychological counselling initiatives have been taken by the ULB, Dr. Ankita Pan will visit the shelter home from july (twice a month).

Complain box has been installed in the shelter homes

Shelter staff have asked for an increase in the their salary and also ULB have asked for fund since the shelter home will complete its tenure on 18th August,2024

They have not taken any initiative for livelihood oppurtunities for the shelter inmates.

Observations

Shelter inmates are not allowed to move outside of the shelter home. They are kept in captivity

Suggestions

Glow sign board needs to be repaired

Psychological counseling may be arranged for inmates

NAIHATI MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit
Anandaniketan	08/02/2021	Naihati Municipality	6/20/2024

Capacity			50
No of Residents present on the date of visit (DD/MM/YY)	Male		13
	Female		27
No of Residents present physically at the time of audit of visit (DD/MM/YY)	Male		10
	Female		25
Admission Flow and Exit in last 3 months	New Admission	1	
	Exit	0	
Category of Homeless Persons (as on date of visit)	Male	PC	0
		MC	0
		Single	6
		Widower	4
		Others (Married)	3
	Female	PC	0
		MC	0
		single women	4
		window	20
		Others	
Age wise segregation (as on date of visit)	Male	<18	0
		18+ to 30	0
		30+ to 40	1
		40+ to 50	
		50+ to 60	2
		60+ and above	10
	Female	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	0
		50+ to 60	7
		60+ and above	20
		Less than 6 m	1

Duration of Stay in the SUH (as on date of visit)	Male	6m-1 year	1
		1-2 years	6
		2- 3 years	0
		3 years and above	5
	Female	Less than 6 m	5
		6m-1 year	7
		1-2 years	8
		2- 3 years	4
		3 years and above	3

Comments

1. Inmates specific counselling services have not been provided yet.
2. Cash/ accounts register not found at the time of the visit
3. Some initiatives for livelihood opportunities have been taken so far. Information Form related to livelihood training data of interested inmates submitted to SUDA but no further actions are taken yet. No intimation has been provided by the Municipality for the same.
4. SMC Meeting - No meeting minutes is kept at the shelter home, however SMC meetings are conducted at the Municipality office, but no register is maintained at the shelter homes.

Observations

1. No inmates were reintegrated with their families in the last one year
2. The movement register of inmates needs to be maintained properly.
3. Letter Box, Notice Board are not found as on the date of visit.
4. Rules and Regulations are not displayed in the shelter homes
5. Night survey register not maintained properly.

Suggestions

1. Referral register need to be maintained and Grivences register need to be updated.
2. Night survey register Needs to be maintained to be properly.
3. Copy of SMC minutes meetings may be maintained at the shelter level
4. Cash book and accounts register needs to be maintained properly.

SANTIPUR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit
Dishari	1st July, 2021	Maya Foundation	6/24/2024

Capacity				50
No of Residents present on the date of visit (DD/MM/YY)	Male			16
	Female			10
No of Residents present physically at the time of audit of visit	Male			
	Female			
Admission Flow and Exit in last 3 months	New Admission			9
	Exit			7
Category of Homeless Persons (as on date of visit)	Male	PC		0
		MC		0
		Single		16
		Others (Married)		0
	Female	PC		2
		MC		2
		single women		10
		widow		3
	Others		0	
Age wise segregation (as on date of visit)	Male	<18		0
		18+ to 30		1
		30+ to 40		1
		40+ to 50		2
		50+ to 60		6
		60+ and above		6
	Female	<18		0
		18+ to 30		1
		30+ to 40		3
		40+ to 50		2
		50+ to 60		2
		60+ and above		2
Male	Less than 6 m		4	
	6m-1 year		10	
	1-2 years		2	
	2- 3 years		0	
	3 years and above		0	

Duration of Stay in the SUH (as on date of visit)	Female	Less than 6 m	0
		6m-1 year	6
		1-2 years	4
		2- 3 years	0
		3 years and above	0

Comments

1. Mental Health camps has been organised on 27th May, 2024. A doctor (Dr. Bidyut Gayen, DMHP, Kalyani) counselled the inmates and prescribed required medicines. The initiatives were taken by ULB 6 inmates were counselled and now they are under medications
2. Inmates have actively engaged in daily operational chores of the shelter homes including cleaning the toilets, maintaining the kitchen garden
3. Individual Livelihood opportunities formed have been submitted to SUDA and some initiatives have been taken at ULB level for finding different jobs for inmates
4. Shelter staffs requested for a salary hike

Observations

1. Inmates movement register including Inmates Permanent Leave Record is maintained properly.
2. Toilets are cleaned properly.

Suggestions

1. A psychological counselling register may be maintained separately.
2. A copy of meeting Minutes of SMC Committee meetings may be kept at the shelter level.

TARAKESHWAR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit
Shantineer		Maya Foundation	6/22/2024

Capacity				50
No of Residents present on the date of visit (DD/MM/YY)	Male			3
	Female			16
No of Residents present physically at the time of audit of visit (DD/MM/YY)	Male			1
	Female			14
Admission Flow and Exit in last 3 months	New Admission			4
	Exit			5
Category of Homeless Persons (as on date of visit)	Male	PC		2
		MC		0
		Single		3
		Others (Married)		0
	Female	PC		0
		MC		0
		single women		4
		window		10
		Others		0
Age wise segregation (as on date of visit)	Male	<18		0
		18+ to 30		0
		30+ to 40		1
		40+ to 50		
		50+ to 60		1
		60+ and above		1
	Female	<18		
		18+ to 30		
		30+ to 40		1
		40+ to 50		
		50+ to 60		12

		60+ and above		3
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m		0
		6m-1 year		0
		1-2 years		2
		2- 3 years		1
		3 years and above		
	Female	Less than 6 m		6
		6m-1 year		0
		1-2 years		6
		2- 3 years		1
		3 years and above		3

Comments

1. Twice monthly sweepers come to clean the toilets. Inmates clean their own toilet regularly.
2. Shelter inmates visits near by ULB health center as required.

Observations

1. Mental Health check up camp has been organised on 8/6/24, where all the inmates attended it. Follow-up sessions are advised.
2. Night survey, Grievance complaint register and stock regiester needed to be updated properly.

Suggestions

1. Elderly inmates may be engaged in gardening activites.
2. Number of inmates may be increased.
3. A refrigarator may be arranged for keeping the cooked food items. SMC meeting minutes register need to be kept at the shelter home
4. As Mental health camp has been started, thus a mental health register (psychological counselling register) is advised to be maintained at the shelter home.

KOLKATA MUNICIPAL CORPORATION- KALIGHAT 1

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
KALIGHAT UNIT 1	Feb-20	MAYA FOUNDATION	100	100	6/21/2024

No of Residents present on the date of visit (21/06/2024)	Male		31
	Female		39
	male child		18
	female child		12
No of Residents present physically at the time of audit of visit (21/06/2024-12:00 pm)	TOTAL		22
	Male		3
	Female		13
	Male child		5
	female child		1
Admission Flow and Exit in last 3 months	New Admission		15
	EXIT		4
Category of Homeless Persons (as on date of visit)	Male	PC (married)	2
		MC	0
		unmarried	2
		married	27
	Female	PC (married)	1
		MC	0
		single women	1
		widow	8
married	26		
No of the Residents staying with Families(as on date of visit)		26 Families; 111 Members	
Age wise segregation (as on the date of visit)	Male	<18	18
		18+ to 30	13
		30+ to 40	7
		40+ to 50	6
		50+ to 60	2
	60+ and above	3	
	Female	<18	12
		18+ to 30	15
		30+ to 40	8
		40+ to 50	5

		50+ to 60	4
		60+ and above	7
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	5
		6m-1 year	4
		1-2 years	5
		2- 3 years	2
		3 years and above	33
	Female	Less than 6 m	4
		6m-1 year	5
		1-2 years	6
		2- 3 years	3
		3 years and above	33

COMMENTS--

1. No counselling is conducted for the inmates. A Notice has been sent by the Home to KMC requesting for the same.
2. Torn bedding materials provided by KMC.
3. Handicrafts skill training provided to inmates. SHG's are formed.
4. Inmate Register age not updated.
5. Shelter staff and manager requested for salary raise.
6. SMC Meeting with CMM and TMC authorities are held twice or thrice a year. Internal inmate meetings are held every month.

7. Night Survey is not conducted since the shelter home is already running at its full capacity.

SUGGESTIONS-

1. To maintain and update referral, grievance and counseling register.
2. To maintain a separate register for consumables.

OBSERVATIONS-

1. Doors and windows needs to be replaced.
2. Focussed group discussions resolving issues of inmates are held once in three months.
3. for privacy a partition to be installed in the dormitory.

MEDINIPUR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Janakalyan bhawan	Mar-18	Mednipur Municipality	50	30	29/6/2024

No of Residents present on the date of visit (29/06/24)	Male	7	
	Female	22	
	male child	1	
	female child	0	
No of Residents present physically at the time of audit of visit (29/06/24)	TOTAL	27	
	Male	7	
	Female	19	
	Male child	1	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	3	
	EXIT	1	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1
		MC	0
		unmarried	2
		married	5
	Female	PC (unmarried)	1
		MC	0
		single women	separated-1, single -3
		widow	16
married	1		
No of the Residents staying with Families(as on date of visit)		1 family (Mother and son)	
Age wise segregation (as on the date of visit)	Male	<18	1
		18+ to 30	0
		30+ to 40	0
		40+ to 50	0
		50+ to 60	2
		60+ and above	5
	Female	<18	0
		18+ to 30	0
		30+ to 40	1
		40+ to 50	1
		50+ to 60	3
		60+ and above	17

Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	0
		6m-1 year	0
		1-2 years	5
		2- 3 years	3
		3 years and above	0
	Female	Less than 6 m	4
		6m-1 year	0
		1-2 years	4
		2- 3 years	8
	3 years and above	6	

COMMENTS--

1. Suggestions have been made previously to install tea, chatu, chop, etc stalls in the bus stop which is under process
2. Seperate male and female wards present. One ward is separated by curtains
3. The night survey register needs to specify male/female distinction
4. As it has been five years of the SUH, cashbook register is no longer needed as the Municipality has taken over. The NULM has a detailed record of the cash transactions for
5. SMC meetings were irregular due to elections
6. None of the inmates went to the SMC meeting and a representative has not been elected
7. The counselling facilities have not yet started

SUGGESTIONS-

OBSERVATIONS-

1. The SUH is mediocre in cleanliness, as most of inmates are responsible for cleaning their own rooms and bathrooms (2 to 3 people are accommodated in one room, which has individual washrooms)
2. CCTV and fire extinguisher present.

SONARPUR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Nivedita Bhawan	Mar-19	Rajpur Sonarpur Municipality	50	29	22 June, 2024

No of Residents present on the date of visit (22/06/24)	Male	12	
	Female	17	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (22/06/24-2PM)	TOTAL	20	
	Male	6	
	Female	14	
	Male child	0	
Admission Flow and Exit in last 3 months	New Admission	0	
	EXIT	1	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	3
		married	9
	Female	PC (married)	1
		MC	1
		single women	2
		widow	11
married	2		
No of the Residents staying	1 family; 2 members		
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	1
		30+ to 40	2
		40+ to 50	1
		50+ to 60	2
		60+ and above	6
	Female	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	0
50+ to 60	2		
60+ and above	15		
Duration of Stay in the SUH	Male	Less than 6 m	0
		6m-1 year	0
		1-2 years	5
		2- 3 years	3
		3 years and above	4
		Less than 6 m	0

(as on date of visit)	Female	6m-1 year	0
		1-2 years	5
		2- 3 years	6
		3 years and above	6

COMMENTS--

1. Hygiene register is maintained.
2. No counselling is done.
3. No update on livelihood opportunities, despite meetings conducted.
4. Only cooking training provided to the shelter caregiver.
5. The shelter home is now maintained by ULB since it has completed 5 years.
6. SMC meetings are held every month
7. Rate of inmates reintegration is low. Only two inmates have been reintegrated in the last one year.
8. Shelter staff requested for a salary raise.
9. Insence stick making machine is currently not in order. The ULB has been notified last month about the same. The ULB has assured to install a new automatic insence stick making machine, as the previous was manually operated.

SUGGESTIONS-

1. To update and maintain a counseling and referral register.

OBSERVATIONS-

1. Government documents update process is initiated. 2 members have got widow pension and old age pension respectively. several inmates share a swastha sathi card under one name.
2. Physically challenged inmates reside the ground floor of the building which makes them easier to access the shelter home.
3. 2 shelter staffs are present along with two security provided by the ULB.
4. Livelihood is a challenge as there are several old age inmates.
5. Many inmates do not have children, spouse or family; hence reintegrating them is a challenge.

TAMLUK MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Shantiniketan	Nov-19	Tamralipta municipality	50	34	30/6/2024

No of Residents present on the date of visit (30/06/24)	Male	11	
	Female	23	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (30/06/24)(9:30)	TOTAL	33	
	Male	10	
	Female	23	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	3	
	EXIT	3	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1
		MC	0
		unmarried	1
		married	9
	Female	PC (unmarried)	2
		MC	0
		single women	5
		widow	16
married	1		
No of the Residents staying	1 family, 3 members		
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	0
		50+ to 60	5
		60+ and above	6
	Female	<18	0
		18+ to 30	2
		30+ to 40	2
		40+ to 50	1
		50+ to 60	5
		60+ and above	13
Male	Less than 6 m	1	
	6m-1 year	1	
	1-2 years	4	
	2- 3 years	2	

Duration of Stay in the SUH (as on date of visit)	Female	3 years and above	3
		Less than 6 m	4
		6m-1 year	2
		1-2 years	9
		2- 3 years	5
		3 years and above	3

COMMENTS--

1. The process of counselling has been initiated. Letter has been sent to the municipality
2. Both ULB and NGOs organise health camps and other programmes.
3. Every six months inspection of water filters is done by private company (kent) eventhough AMC papers are not available
4. Lunch served by Maa canteen. Dinner is prepared in SUH kitchen
5. Inmates dismissal records not present in the admsission register
6. Identified and rescued need to be seprately mentioned in the night survey register

OBSERVATIONS-

- 2 fire extinguishers(renewed), 6CCTV cameras present.

COOCH BEHAR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Thikana	Dec-16	Cooch Bihar Municipality	50	17	22/7/2024

No of Residents present on the date of visit (22/07/2024)	Male		9	
	Female		7	
	male child		0	
	female child		1	
No of Residents present physically at the time of audit of visit (22/07/2024)	TOTAL		17	
	Male	9		
	Female	8		
	Male child	0		
	female child	1		
Admission Flow and Exit in last 3 months	New Admission	1 Female (Date:		
	EXIT	1 Male (Date:	Went Back	
Category of Homeless Persons (as on date of visit)	Male (1 Male Widow)	PC (married)	0	
		MC	0	
		unmarried	3	
		married	1	
		PC (married)	1	
		MC	1 (Widow)	
		single women	0	
		widow	5	
married	1			
No of the Residents staying with Families(as on date of visit)		1Family with 3 members (Husband, Wife)		
Age wise segregation (as on the date of visit)	Male	<18	0	
		18+ to 30	1	
		30+ to 40	2	
		40+ to 50	0	
		50+ to 60	2	
		60+ and above	4	
	Female	<18	1	
		18+ to 30	0	
		30+ to 40	1	
		40+ to 50	0	
		50+ to 60	2	
		60+ and above	4	
Duration of Stay in the SUH (as	Male	Less than 6 m	0	
		6m-1 year	4	
		1-2 years	5	
		2- 3 years	0	
		3 years and above	1	
		Less than 6 m	2	

on date of visit)	Female	6m-1 year	1
		1-2 years	3
		2- 3 years	0
		3 years and above	1

COMMENTS--

1. Passage way and dining area was not clean
2. Manager was not present on the Date of visit
3. Bed and Window Panes were dirty
4. Health Register is not maintained properly. Doctors signature is absent and only age of inmates are mentioned.
5. Dinner is not prepared separately. Inmates are served leftover foods for diner.
6. Night Services are not conducted on a regular basis. Only twice a month
7. Health Camps are not held on a regular basis. (Frequency of health camps is only once in two months)
8. The is in a dilapidated condion, the floors are not in a usable condition and window panes are broken.

SUGGESTIONS-

1. The shelter home is very dirty and needs to be cleaned and maintained on a regular basis.
2. The toilets were very dirty and needs to be properly cleaned on a regular basis.
3. The window panes were very dirty.
4. Psychological counseling register, grievance register and referral registers were not found.
5. No mental health camps are organized and yet no initiaves are taken from ULB and SUH to

OBSERVATIONS-

1. The fire extinguisher was not installed properly.
2. The CCTV camera was not functioning properly.

TITAGHAR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
mamatalaya	Jun-22	Astha jadavpur	50	29	25/7/2024

No of Residents present on the date of visit (25/07/24)	Male	19	
	Female	10	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (25/07/24)	TOTAL	24	
	Male	19	
	Female	5	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	13	
	EXIT	3	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	8; WIDOW: 8
		married	3
	Female	PC (married)	0
		MC	0
		single women	3
		widow	4
married	3		
No of the Residents staying with Families(as on date of visit)		2 Family (4members)	
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	3
		30+ to 40	1
		40+ to 50	5
		50+ to 60	3
		60+ and above	7
	Female	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	2
		50+ to 60	2
		60+ and above	6
Male	Less than 6 m	9	
	6m-1 year	6	
	1-2 years	3	
	2- 3 years	1	

Duration of Stay in the SUH (as on date of visit)	Female	3 years and above	0
		Less than 6 m	5
		6m-1 year	3
		1-2 years	1
		2- 3 years	1
		3 years and above	0

COMMENTS--

1. Counselling services have not started however, the chairman has been informed to start the process.
2. Lunch is given by maa canteen, but the dinner is prepared in the kitchen.

OBSERVATIONS-

1. CCTV and fire extinguishers present.

Ranking of all SUH in 3rd Quarter

Rank	Name of SUH	Name of the district	Name of the ULB	Weighted Average Grade Score	Remarks
1	Kharagpur	Paschim Medinipur	Kharagpur Municipality	7.778	Excellent
2	Kalyani	Nadia	Kalyani Municipality	7.734	Excellent
3	Maheshtala	South 24 Parganas	Maheshtala Municipality	7.042	Excellent
4	Bowbazar	Kolkata	Kolkata Municipal Corporation	7.034	Excellent
5	Habra	North 24 Parganas	Habra Municipality	7.028	Excellent
6	Howrah	Howrah	Howrah Municipal Corporation	6.976	Very Good
7	Shantipur	Nadia	Shantipur Municipality	6.874	Very Good
8	Kulti	Paschim Bardhaman	Asansol Municipal Corporation	6.76	Very Good
9	Chandernagore	Hoogly	Chandannagar Municipality	6.66	Very Good
10	Titagarh	North 24 Parganas	Titagarh Municipality	6.66	Very Good
11	Bongaon	North 24 Parganas	Bongaon Municipality	6.614	Very Good
12	Bankura	Bankura	Bankura Municipality	6.49	Very Good
13	Depopara	Paschim Bardhaman	Asansol Municipal Corporation	6.466	Very Good
14	Durgapur	Paschim Bardhaman	Durgapur Municipal Corporation	6.446	Very Good
15	Jamuria	Paschim Bardhaman	Asansol Municipal Corporation	6.416	Very Good
16	Berhampore	Murshidabad	Berhampore Municipality	6.286	Very Good

17	Kalighat-I	Kolkata	Kolkata Municipal Corporation	6.232	Very Good
18	Madhyamgram	North 24 Parganas	Madhyamgram Municipality	6.116	Very Good
19	Gayeshpur	Nadia	Gayeshpur Municipality	5.986	Good
20	Jalpaiguri	Jalpaiguri	Jalpaiguri Municipal Corporation	5.946	Good
21	Katwa	Purba Bardhaman	Katwa Municipality	5.856	Good
22	Kalighat-II	Kolkata	Kolkata Municipal Corporation	5.798	Good
23	Amar Ashray-I	Kolkata	Kolkata Municipal Corporation	5.78	Good
24	Jiaganj	Murshidabad	Jiaganj- Azimganj Municipality	5.694	Good
25	English bazar	Malda	English Bazar Municipality	5.68	Good
26	Krishnanagar	Nadia	Krishnanagar Municipality	5.306	Good
27	Naihati	North 24 Parganas	Naihati Municipality	5.266	Good
28	Haridevpur	Kolkata	Kolkata Municipal Corporation	5.262	Good
29	Tamluk	Purba Medinipur	Tamluk Municipality	5.194	Good
30	Amar Ashray-II	Kolkata	Kolkata Municipal Corporation	5.1	Good
31	Dumdum	North 24 Parganas	Dumdum Municipality	5.06	Good
32	Bishnupur	Bankura	Bishnupur Municipality	5.058	Good
33	Arambagh	Hoogly	Arambagh Municipality	4.92	Above Average
34	Rajpur-Sonarpur	South 24 Parganas	Rajpur-Sonarpur Municipality	4.908	Above average

35	Medinipur	Paschim Medinipur	Medinipur Municipality	4.7	Above average
36	Halisahar	North 24 Parganas	Halisahar Municipality	4.658	Above average
37	Bhatpara	North 24 Parganas	Bhatpara Municipality	4.378	Above average
38	Barasat	North 24 Parganas	Barasat Municipality	4.308	Above average
39	Tarakeswar	Hoogly	Tarakeswar Municipality	4.192	Above Average
40	Islampur	Uttar Dinajpur	Islampur Municipality	1.992	Average
41	Coochbehar	Coochbehar	Coochbehar Municipality	1.97	Average

Synopsis regarding performance grading and impact analysis

- Kharagpur, Kalyani, Bowbazar, Maheshtala, Habra are in excellent category.
- Other than night survey, Kharagpur and Kalyani is excellent in every category.
- Night Survey and Occupancy is not so much impressive for Maheshtala.
- ‘Livelihood opportunity creation’ is the factor where Bowbazar is not doing good enough.
- Islampur and Coochbehar are in average category.
- In every category performance of Islampur and Coochbehar are not satisfactory.
- Livelihood opportunity creation is more than 0.5, which implies a large number of SUH, have taken initiative sincerely for creation of livelihood opportunities for the inmates.
- High index value of SMC shows the efficiency of management in majority number of SUH.
- High index value of health checkup camp implies the efficiency of management of all the SUH
- The index value of reintegration is very much low. That means the overall performance regarding reintegration is not much satisfactory in case of majority SUH. If reintegration index value is not high, then the whole purpose of the scheme is not justified. With occupancy score, we have not got any such correlation with re-integration.
- In case of ‘Barasat’ , ‘Bishnupur’ , ‘Arambagh’ , ‘Dumdum’, ‘English Bazar’ ‘Bhatpara’ occupancy is less than 50%, still night survey score is very much low. And this is not very much desired scenario. Because, if the occupancy is low, then measures related to night survey should be more. But in this scenario, that is not happening. So, required measures should be taken.

Conclusion

In conclusion, the 3rd quarter report for the 41 functional Shelter Homes for Urban Homeless highlights notable improvements and ongoing challenges. This quarter has seen significant advancements in infrastructure, including the installation of fire extinguishers, water purifiers, and letterboxes, all contributing to a more sustainable living environment. The homes have also begun implementing group and one-on-one counselling sessions, addressing both emotional and psychological needs, which is a commendable step towards holistic care.

Additionally, efforts to generate livelihoods have been ramped up with initiatives such as paper bag making, sewing, and gardening, offering inmates opportunities to engage in productive activities and integrate more effectively into mainstream society. Despite the increase in the number of inmates, the quality of facilities remains satisfactory, with adequate beds, clean toilets, and recreational amenities consistently provided.

Collaboration between urban local bodies, local police, and NGOs continues to be a critical factor in the successful reintegration of homeless individuals into society. However, persistent challenges remain, particularly the need for initiating counselling services and other essential facilities. Addressing these needs through enhanced coordination and support will be crucial for sustaining the progress made and further improving the lives of those in shelter homes.