

4th Quarterly Quality Audit Report of Functional Shelter Homes Under the Scheme Shelter for the Urban Homeless



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4th Quarterly Quality Audit Report of Functional Shelter
Homes Under the Scheme Shelter for the Urban Homeless
(SUH) under NULM

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INTRODUCTION

Homelessness is a serious problem that is faced throughout the world, including India. The term carries the weight of being exclusionary and deprived of access to basic amenities. Homeless people are often stigmatised and perceived to be worse than mentally ill or poverty-ridden populations. Most homeless people are found on streets in deplorable conditions and are rescued by police and shelter homes. 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 fourth 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. However, 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. Despite such measures, the home managers have reported facing several challenges, especially in critical cases where it becomes imperative to provide care to inmates from multiple levels. The report on fourth 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, Reintegration Index, Night Survey Index, and SMC 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.

METHODOLOGY OF THE FOURTH 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; HowrahHowrah MC- 1; Paschim Bardhaman- Asansol MC- 3; Paschim Bardhaman- Durgapur MC- 1; NadiaKrishananagar Municipality- 1; Nadia- Nabadwip Municipality- 1; Nadia- Kalyani Municipality- 1; NadiaGayeshpur Municipality- 1; Nadia Shantipur Municipality- 1; Malda- Englishbazar Municipality- 1; Coochbehar- Coochbehar Municipality- 1; Purba Bardhaman- Katwa Municipality- 1; HooghlyChandernagar 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.

Reports of 41 Shelter Homes

1. KOLKATA MUNICIPAL CORPORATION (AMAR ASHROY- 1)

Name of the 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	33	08-09-2024

No of Residents present on the date of visit(08/09/2024)	Male	13	
	Female	8	
	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	8
	Female	PC (married)	
		MC	
		single women	8
		widow	2
married	5		
No of the Residents staying with Families(as on date of visit)		6 families; 21 members	
Age wise segregation (as on the date of visit)	Male	<18	5
		18+ to 30	5
		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
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	18
	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. 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.
2. No new permanent asset has been added after 2019.
3. No counselling service available. No intimation sent by the home for starting the same.
4. Accounts register maintained by head office.
5. No proper bedding materials are available since they did not last. 52 mosquito nets, blankets, pillows and pillow covers and bed sheets are required.
6. Health documents are maintained as per suggestion, but not updated.
7. The doctor does not issue a prescription or offer proper checkups as per shelter staffs.
8. The caregiver is saying that the SUH is not functioning anymore. The staff have left. No new inmates are accommodated.
9. The shelter staff are saying that they do not receive monthly salary now.
10. Food could not be provided to inmates as there is no cooking staff. Food comes from Maa Canteen now.

11. SMC Meeting was last held on 15/04/24. there has been no meeting further. Hence, the register is not updated.
12. The Permanent Asset register is not updated since no asset has been added after 2020.
13. The staff attendance register is not updated since there are no staff.
14. Donations register is maintained and updated

SUGGESTIONS

1. To maintain a grievance register.
2. To start and maintain a counselling register.

OBSERVATIONS

1. No proper cooling system (fan) in the office. Shelter staff complained about inadequate funds for maintenance.
2. Window panes are broken. Rainwater comes in during monsoon.
3. Interior and Exterior wall paint is required.
4. Inadequate seating arrangement for visitors in office.
5. Fire extinguisher was refilled 2 months ago on
6. The CCTV is not functional
7. There is no water filter.
8. Shelter home space can be kept cleaner.

KOLKATA MUNICIPAL CORPORATION (AMAR ASHROY II)

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	20	08-09-2024

No of Residents present on the date of visit (08/09/2024)	Male	0	
	Female	8	
	male child	8	
	female child	4	
Admission Flow and Exit in last 3 months	New Admission		
	EXIT	1	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	8
		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)			5 Families; 21 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	1
		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	0
		1-2 years	0
		2- 3 years	0
		3 years and above	12

COMMENTS

1. No new permanent asset has been added after 2019.
2. No counselling service available. No intimation sent by the home for starting the same.
3. Accounts register maintained by head office.
4. No proper bedding materials are available since they did not last. 52 mosquito nets, blankets, pillows and pillow covers and bed sheets are required.
5. Health documents are maintained as per suggestion, but not updated.
6. The doctor does not issue prescription or offer proper checkup as per inmates staffs.
7. The shelter staffs of unit 2 are saying that they do not receive monthly salary now.
8. Inmates are provided food by Maa Canteen since the cook was recruited for Unit 1 and has left now. There is currently no one to cook.
9. Donations Register is maintained and updated.

SUGGESTIONS

1. To maintain a grievance register.
2. To start and maintain a counselling register.

OBSERVATIONS

1. No proper cooling system (fans) in the office. Shelter staff complained about inadequate funds.
2. Window panes are broken. Rainwater comes in during monsoon.
3. Interior and Exterior wall paint is required.
4. Inadequate seating arrangement for visitors in the office.
5. Fire extinguisher was refilled 2 months ago on
6. The CCTV is not functional.
7. There is no water filter.
8. Shelter home space can be kept cleaner.

1. ARAMBAGH MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit of Audit Team
Arambagh Bhuboghure Bhavan	19-2-2019	Arambagh Municipality	14-9-2024

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	4
	Female	<18	0
		18+ to 30	0
		30+ to 40	4
		40+ to 50	0
		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	1
		1-2 years	3
		2- 3 years	
		3 years and above	6
	Female	Less than 6 m	0
		6m-1 year	4

		1-2 years	4
		2- 3 years	
		3 years and above	6

COMMENTS

1. The shelter home has completed its tenure of five years.
2. For the last six 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. They don't get any kind of donations, either in kind or cash. The last donations of blanket was received on January 1st, 2024.
7. The date of fire-extinguisher - 19-2-24- 18-02-2025
8. 10 bedsheets, 10 pillow covers, 10 blankets and 10, Pillow are required by the SUH.

OBSERVATIONS

1. Letter box is 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.
4. CCTV Cameras are working properly

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

1. 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	32	09-09-2024

No of Residents present on the date of visit (09/09/24)	Male	9	
	Female	23	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (09/09/24)(04:15)	TOTAL	31	
	Male	9	
	Female	22	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	8	
	EXIT	8	
	Male	PC (married)	0

Category of Homeless Persons (as on date of visit)		MC	0
		unmarried	4
		married	5
	Female	PC (unmarried)	1
		MC (widow)	1
		single women	1
		widow	19
		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	1
		60+ and above	5
	Female	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	5
		50+ to 60	1
		60+ and above	17
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	2
		6m-1 year	1
		1-2 years	2
		2- 3 years	4
		3 years and above	0
	Female	Less than 6 m	7
		6m-1 year	2
		1-2 years	5
		2- 3 years	9
		3 years and above	0

COMMENTS

1. Bedding materials are in good condition and new materials are not needed
2. No personal lockers provided for inmates.
3. Individual counselling process has been disrupted due to current affairs, will be beginning shortly
4. Livelihood opportunities has been made. Thonga making has started and 2.2kg thonga has been sold.
5. All records regarding the inmates are well maintained.
6. Inmates attendance register and in and out register maintained separately
7. One staff did not get O&M training.

8. Donation register is present and updated. The shelter home receive decent amounts of donations.

OBSERVATIONS

1. 3 fire extinguishers are functional and renewed (valid till 2026).
2. CCTV cameras are present and functional
3. 2 water filters present and functional. AMC papers available

1. 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	07-09-2024

No of Residents present on the date of visit (07/09/24)	Male	6	
	Female	22	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (07/09/24)	TOTAL	14	
	Male	3	
	Female	11	
	Male child	0	

	female child	0	
Admission Flow and Exit in last 3 months	New Admission	0	
	EXIT	2	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	3
		married	3
	Female	PC (married)	0
		MC	0
		single women	6
		widow	13
	married	3	
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	0
		50+ to 60	0
		60+ and above	4
	Female	<18	0
		18+ to 30	1
		30+ to 40	0
		40+ to 50	3
		50+ to 60	3
		60+ and above	15
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	1
		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	3
		1-2 years	6
		2- 3 years	7
		3 years and above	2

COMMENTS

1. Requite paperwork for the counselling process has been processed.
2. Accounts books is maintained at the SUH.

3. No internal meetings are held at the SUH. The inmates' representatives share their grievances in the ULB SMC meetings.
4. Referred caste certificates are maintained in the inmates' register.
5. Rate of integration is low.
6. Consumable register is not maintained properly (dates are missing, no purchase-wise updates).
7. Admission register for inmates is not maintained properly. The SUDA format needs to be followed.
8. Donation is mainly concentrated during Durga Puja Festival. Some donate blankets, sweaters, mosquito nets, etc. in winter.
9. Inmates in and out register was not found during the visit.
10. Night survey register is not maintained properly. Male and female categorization is missing.
11. Shelter management committee maintaining minutes found, but needs to be maintained properly.

SUGGESTIONS

1. The inmate admission register needs to be separated from the stock register.
2. Inmates were motivated to work based on their existing skills.

OBSERVATIONS

1. Fire extinguishers are not present yet, but the installation process has started.
2. The shelter bathrooms and the kitchen is clean and well maintained.

6. BERHAMPORE MUNICIPALITY

Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Apr-21	participatory research action and network	50	43	19/09/2024

No of Residents present on the date of visit ()	Male	24	
	Female	19	
	male child	0	
	female child	0	

Admission Flow and Exit in last 3 months	New Admission	19	
	EXIT	5	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	6
		married	18
	Female	PC (married)	1
		MC	0
		single women	11
		widow	2
married	5		
No of the Residents staying with Families(as on date of visit)		NA	
Age wise segregation (as on the date of visit)	Male	<18	1
		18+ to 30	12
		30+ to 40	6
		40+ to 50	4
		50+ to 60	1
		60+ and above	0
		<18	0

		18+ to 30	15
		30+ to 40	3
	Female	40+ to 50	1
		50+ to 60	0
		60+ and above	0
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	15
		6m-1 year	2
		1-2 years	3
		2- 3 years	0
		3 years and above	4
	Female	Less than 6 m	7
		6m-1 year	1
		1-2 years	8
		2- 3 years	3
		3 years and above	0

COMMENTS

- 1.No psychological counseling since last quarter visit.
2. Inmates leave history from the shelter home needs to be maintained
3. Health register was not found during the time of audit visit(19.09.2024)
- 4.Most of the shelter inmates are economically active, 41 out of 43 are working.
- 5.Consumable stock register is not updated.

SUGGESTIONS

1. SMC meeting minutes copy needs to be maintained in the shelter
2. Inmates in out register needs to be maintained properly. Timing of arrival and departure needs to be maintained properly.
3. Consumable asset register needs to be updated.

OBSERVATIONS

1. Fire extinguishers and CCTV cameras are present, there are two water filters ,one of them is functional
2. A staff meeting register is separately maintained

BHATPARA MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit
Shantineer (Bhatpara)	June, 2022	Bhatpara Municipality	9-9-2024

No of Residents present on the date of visit (DD/MM/YY)	Male		13
	Female		15
Admission Flow and Exit in last 3 months	New Admission		6
	Exit		0
Category of Homeless Persons (as on date of visit)	Male	PC	0
		MC	0
		Single	9
		Others (Married)	2
	Female	PC	0
		MC	1
		single women	9
		widow	7
	Others (Married)	2	
Male	<18	0	

Age wise segregation (as on date of visit)		18+ to 30	0
		30+ to 40	0
		40+ to 50	0
		50+ to 60	0
		60+ and above	13
		<18	0
	Female	18+ to 30	0
		30+ to 40	1
		40+ to 50	0
		50+ to 60	3
		60+ and above	13
		Male	Less than 6 m
	6m-1 year	5	

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	9
		1-2 years	1
		2- 3 years	1
		3 years and above	Nil

COMMENTS

1. SMC meeting has been conducted on 3rd sept 2024
2. Dr. Paban Das conducted one psychological session on 23rd Aug, 2024
3. Rules and regulations are not displayed
4. An Eye-check up camp was conducted on 22nd July, 2024 by Susrut Eye Foundation.
5. 6 of the inmates also had an eye-operation on 16th Aug, 2024
6. Adhar Card, voter card, and PAN card number need to be mentioned in the inmates admission register.

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. Letter Box, Notice Board are not found as on the date of visit.
5. Rules and Regulations are not displayed in the shelter homes
6. Night survey register was not found.

SUGGESTIONS

1. A Referral register needs to be maintained and Grievances register need 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. SMC meeting minutes copy need to be maintained at the shelter home.
7. Night survey registers needs to be maintained.

8. 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	13	09-09-2024

No of Residents present on the date of visit (09/09/24)	Male	4	
	Female	8	
	male child	0	
	female child	1	
No of Residents present physically at the time of audit of visit (09/09/24)(7:20)	TOTAL	13	
	Male	4	
	Female	8	
	Male child	0	
	female child	1	
Admission Flow and Exit in last 3 months	New Admission	17	
	EXIT	12	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	2
		married	2
	Female	PC (married)	0
		MC	0
		single women	3
		widow	4
	married	2	
No of the Residents staying with Families(as on date of visit)		4 Members, 2 Families	
	<18	0	
	18+ to 30	1	

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

COMMENTS

1. SMC meeting held once every two months
2. A vehicle has been supplied from the ULB to deliver food from Maa Canteen to the SUH along with dinner being cooked in the canteen.
3. Livelihood opportunity in form of thonga making created. 4 inmates sold 5 kg of thongas generating a revenue of 300 rupees.
4. Lunch is provided by Maa canteen. Dry foods such as chira, muri are provided by the SUH.
5. The bathrooms, kitchen and ward are in pristine condition and maintained regularly and well.
6. The donation register is present and updated. The shelter home receive decent amounts of donations.
7. No CCTV is present. The process of installation has started.
8. The shelter home was provided no pillow covers. The inmates use the packaging plastic in which pillows were given. Approximately 12 bedsheets are needed to be replaced due to wear and tear.

9. The inmates were taken to the hospital when needed however there are no health camps arranged in the SUH.
10. The records of these visits are maintained in the health register.
11. The SUH has a high level of reintegration of the inmates with their families.

OBSERVATIONS

1. 2 water filters are present and functional. AMC papers are present.
2. 1 fire extinguisher present and renewed. Date of expiration is in the year of 2026.

9. 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	34	12-9-2024

No of Residents present on the date of visit (12/09/24)	Male	11	
	Female	22	
	male child	1	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	1	
	EXIT	0	
Category of Homeless Persons (as on date of visit)	Male	PC	2
		MC	0
		unmarried	5
		married	4
	Female	PC	0
		MC	0
		single women	3
		widow	17
married	2		
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	9
	Female	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	1
		50+ to 60	1
		60+ and above	20
		Less than 6 m	1

Duration of Stay in the SUH (as on date of visit)	Male	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. The stock (consumable) register and asset register are still not separated as suggested in the last quarter's audit.
5. No psychological counselling initiatives has been taken by the SUH. The CMM informed to start the session soon.
6. Complaint /grievance register has been found and all the complaints have been addressed.

SUGGESTIONS-

1. Night survey and a separate consumable register needs to be maintained a per SUDA guidelines.
2. Inmates admission register needs to be updated.

OBSERVATIONS-

1. CCTV and fire extinguishers functional, and renewed respectively.
2. Night survey register is not maintained as per SUDA guidelines.
3. Information about some of the inmates are missing.

4. SUH maintains a separate discharge register for shelter inmates. However it was found incomplete.
5. Donations are maintained in files.
6. Inmates admission register is found to be incomplete. Some photos of inmates are missing.

9. KOLKATA MUNICIPAL CORPORATION (BOWBAZAR)

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of audit
ASHRAY	20/01/2020	PRAN	110	104	03-09-2024

No of Residents present on the date of visit (03/09/2024)	Male	55	
	Female	38	
	male child	3	
	female child	8	
Admission Flow and Exit in last 3 months	New Admission	11	
	EXIT	19	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1
		MC	0
		unmarried	26
		married	31
	Female	PC	0
		MC	1
		single women	10
		widow	13
	married	22	
No of the Residents staying with Families(as on date of visit)		9 families ; 23 members	
Age wise segregation (as on the date of visit)	Male	<18	3
		18+ to 30	11
		30+ to 40	12
		40+ to 50	8
		50+ to 60	10
		60+ and above	14
		<18	8
		18+ to 30	5

	Female	30+ to 40	8
		40+ to 50	7
		50+ to 60	7
		60+ and above	11
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	13
		6m-1 year	11
		1-2 years	14
		2- 3 years	9
		3 years and above	18
	Female	Less than 6 m	6
		6m-1 year	6
		1-2 years	13
		2- 3 years	3
		3 years and above	11

COMMENTS

1. SMC meeting last held on 27/06/2024. No further SMC meeting is held.
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.
8. Some of the inmates are provided local jobs such as security guards, domestic helpers etc. by the SUH.
9. Some suggestions such as keeping SMC meeting copy, and updating registers are maintained.

SUGGESTIONS

1. To maintain a movement register of inmates.
2. Referral register is to be maintained.

OBSERVATIONS

1. Salary due for month of June and July, according to shelter manager.
2. 1 CCTV in the garden area is not working.
3. Counselling sessions are conducted thrice a week
4. Fire extinguisher is maintained. Last refilled on 05/12/22

9. CHANDANNAGAR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit	Capacity	Current intake
Vivekananda Abasan (Chandernagore)	July, 2019	Maya Foundation	10-9-2024	50	29

No of Residents present on the date of visit (DD/MM/YY)	Male			17
	Female			11
	Male child			
	female child			1
Admission Flow and Exit in last 3 months	New Admission			2
	Exit			1
Category of Homeless Persons (as on date of visit)	Male	PC		2
		MC		2
		Single		13
		Others (Married)		0
	Female	PC		2
		MC		0
		single women		5
		widow		3
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
		40+ to 50		1
		50+ to 60		2
		60+ and above		10
	Female	<18		1
		18+ to 30		0
		30+ to 40		0
		40+ to 50		3
		50+ to 60		3
60+ and above		5		

Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m		2
		6m-1 year		4
		1-2 years		3
		2- 3 years		1
		3 years and above		7
	Female	Less than 6 m		0
		6m-1 year		1
		1-2 years		2
		2- 3 years		2
		3 years and above		7
No of the Residents staying with Families(as on date of visit)		4 Families; members		

COMMENTS

1. The shelter home completed its 5year tenure on 16th July 2024.
2. Receive food donations for birthday celebrations, rice ceremony celebrations, and death anniversary celebrations throughout the year but clothing donations are mainly concentrated during Durga festival.
3. Referral register is maintained properly.
4. Psychological counselling for shelter has been initiated by ULB and it not under process.
5. Some of the inmates often engaged in the shelter daily chores.

OBSERVATIONS

1. Copy of the SMC minutes meeting is kept at the shelter level
2. All the registers are updated

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	08-09-2024

No of Residents present on the date of visit (08/09/24)(7:40pm)	Male	29	
	Female	13	
	male child	0	
	female child	3	
No of Residents present physically at the time of audit of visit (01/07/24)	TOTAL	20	
	Male	12	
	Female	7	
	Male child	1	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	30	
	EXIT	11	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1
		MC	0
		unmarried	13
		married	15
	Female	PC (married)	
		MC	
		single women	5
		widow	5
	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	3
		18+ to 30	2
		30+ to 40	6
		40+ to 50	11
		50+ to 60	7
		60+ and above	3
	Female	<18	0
		18+ to 30	2
		30+ to 40	3
		40+ to 50	5
		50+ to 60	1
		60+ and above	2
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	14
		6m-1 year	15
		1-2 years	
		2- 3 years	
		3 years and above	

COMMENTS

1. The exit date of inmates leaving the shelter is not recorded in the inmates' register
2. The records of the inmates provided by previous manager do not match with the present manager.
3. Approximately 45 bedsheets, pillowcases, pillows, mosquito nets, etc. are needed as the old ones are worn out
4. Inmates admission register is not updated.
5. bathrooms and kitchen are adequately hygienic. The walls have been sketched on.
6. Counselling needs to be conducted.
7. Livelihood training of insence stick making has begun.
7. 5 Fire extinguishers present and renewed
8. Proposal for AMC has been submitted

SUGGESTIONS

1. CCTV needs to be installed.

13. DUMDUM MUNICIPALITY

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	15	07-09-2024

No of Residents present on the date of visit (07/09/2024)	Male	15	
	Female	0	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (07/09/24-2:30pm)	TOTAL	15	
	Male	15	
	Female	0	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	4	
	EXIT	3	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	10
	Female	married	5
		PC (married)	0
		MC	0
		single women	0
		widow	0
		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	0
		30+ to 40	2
		40+ to 50	5
		50+ to 60	6
		60+ and above	2
		<18	0
		18+ to 30	0

	Female	30+ to 40	0
		40+ to 50	0
		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	10
		1-2 years	0
		2- 3 years	0
		3 years and above	0
	Female	Less than 6 m	0
		6m-1 year	0
		1-2 years	0
		2- 3 years	0
		3 years and above	0

COMMENTS

1. Inmates in-and-out register is present but not updated. Time not mentioned
2. inmate inflow through night survey has been poor.
3. No pictures of inmates present in admission register.
4. No date in the permanent asset register.
5. There is no grievance register or greivance box. All issues are resolved in internal meetings.
6. Swastha Sathi card was applied to the ULB but single person stakeholder was not entertained.
7. the ULB is trying to bring a NUHM registered counsellor and expected to start counselling from 1st week of July. It has not started as of today
8. All the inmates are working and have always worked before coming to the SUH. No new livelihood opportunities are created.
9. One inmate has assthma problem and recently discharged from hospital. He is now under rest and the SUH is trying to provide work opportunity to him.
10. The shelter home bathrooms, kitchen and ward is clean and well-maintained.

OBSERVATIONS

1. Fire extinguisher is in the process of refilling.it will be installed within a week
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. No proper bedding materials in few beds.
6. 3 steel beds need 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	PurbachalAnanda foundation	50	30	08-09-2024

No of Residents present on the date of visit (08/09/24)	Male	3	
	Female	23	
	male child	2	
	female child	2	
No of Residents present physically at the time of audit of visit (08/09/24) (5:30)	TOTAL	28	
	Male	2	
	Female	22	
	Male child	2	
	female child	2	
Admission Flow and Exit in last 3 months	New Admission	3	
	EXIT	4	

Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	2
		married	3
	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	2
		18+ to 30	0
		30+ to 40	0
		40+ to 50	0
		50+ to 60	0
		60+ and above	3
	Female	<18	2
		18+ to 30	1
		30+ to 40	1
		40+ to 50	2
		50+ to 60	2
		60+ and above	17
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	2
		6m-1 year	1
		1-2 years	1
		2- 3 years	0
		3 years and above	1
	Female	Less than 6 m	2
		6m-1 year	6
		1-2 years	4
		2- 3 years	1
		3 years and above	12

COMMENTS

1. The sweeper is occasionally hired by the Durgapur Municipal Corporation

2. No AMC however, the water filter is maintained privately by th
SUH.
3. No counselling services provided
4. 4 fire extinguishers installed on 06/09/24. CCTV cameras are present and functioni
5. since the condition of bedding materials are in a shabby condition, approximately 30 bedsheets,
pillows, pillow covers, mosquito nets are required
6. The kitchen, bathroom and wards are adequately clean and well maintained.

OBSERVATIONS

1. All registers are maintained.

GAYESHPUR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit	Capacity	Current capacity
Prottoiye	7th Dec, 2021	Gayeshpur	13-9-2024	50	28

	Male		18
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No of Residents present on the date of visit (13/09/24)	Female		8
	Male child		2
	Female child		0
Admission Flow and Exit in last 3 months	New Admission		3
	Exit		8
Category of Homeless Persons (as on date of visit)	Male	PC	1
		MC	0
		Single	17
		Others (Married)	2
	Female	PC	0
		MC	1
		single women	1
		widow	3
	married	3	
Age wise segregation (as on date of visit)	Male	<18	2
		18+ to 30	1
		30+ to 40	2
		40+ to 50	4
		50+ to 60	4
		60+ and above	7
	Female	<18	0
		18+ to 30	1
		30+ to 40	1
		40+ to 50	0
		50+ to 60	4
		60+ and above	2

Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	4
		6m-1 year	6
		1-2 years	4
		2- 3 years	6
		3 years and above	0
	Female	Less than 6 m	1
		6m-1 year	3
		1-2 years	2
		2- 3 years	2
		3 years and above	0
No of the Residents staying with Families(as on date of visit)		2 families; 7 members	

Comments

1. Eye-checking which was scheduled for the month of July has been held on 06/07/24 and attended by all. It was organised by Sarada Ashram, Kalyani.
2. Initiative has been taken to organize Mental Health Camps/ Psychological counseling for shelter inmates. On mental health camp was organised on 27/07/2. It was attended by 9 inmates. Medicine has been prescribed by doctors from department of Psychiatry, Jawaharlal Nehru Medical College. A separate mental health register is maintained.
3. Lunch is brought from MAA- Canteen, and the dinner is cooked in their own kitchen
4. A poultry farm is maintained by SUH residents.
5. The health register is maintained but signature of doctor was not found.

6. Eight inmates were reintegrated with their families in the last month.
7. No night survey was conducted in the month of August.
8. A separate Health checkup was done by my MD, a local nursing home, on 2/09/24, at Kalyani.
9. The dates have not been maintained for inmates who have left the shelter home.
10. some pictures of inmates have been missing in the admission register.
11. The movement register, which was not maintained in the last quarter, is updated now.
12. SMC meeting last held on 21/08/24 and 6 members were present.
13. 28 bedsheets, 28 pillow covers, 28 pillows and 28 mosquito nets are required to be replaced by the SUH.
14. Consumable register not maintained.
15. Donations and sponsors are noted and written down.

Observations

1. 6 CCTV cameras are present but one camera at the gate is not working.
2. Fire extinguisher will next be refilled on 25/01/25.
3. There are two water filters covered under AMC.
4. The shelter home space is cleaned and well maintained.

Suggestions

1. A referral register is to be maintained
2. Inmates movement register needs to be maintained properly
3. A psychological counseling session may be organised for shelter inmates
4. Shelter inmates may be engaged in the daily operational activities
5. A proper kitchen garden may be developed again as it provides a good quantity of vegetables.
6. To request doctors to sign the register.
7. To update the inmate's register, including the dates of those inmates who have left.
Family member/inmates may sign the register while leaving the home as a record of proof.
8. to maintain a separate register for daily consumable items.

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	31	20-09-2024

No of Residents present on the date of visit (20/09/24)	Male	10	
	Female	21	
	male child	0	
	female child	0	
No of Residents present physically	TOTAL	31	
	Male	7	

at the time of audit of visit (20/09/24)	Female	20	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	4 (2 Males, 2 Females)	
	EXIT	5 (4 Males, 1 Female)	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	2
		unmarried	7
		married	0
	Female	PC (married)	2
		MC	5
		single women	4
		widow	10
married	6		
No of the Residents staying with Families(as on date of visit)		0	
	<18		0
	18+ to 30		2
	30+ to 40		1

Age wise segregation (as on the date of visit)	Male	40+ to 50	0
		50+ to 60	2
		60+ and above	5
	Female	<18	0
		18+ to 30	1
		30+ to 40	1
		40+ to 50	2
		50+ to 60	6
		60+ and above	11
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	1
		6m-1 year	1
		1-2 years	3
		2- 3 years	3
		3 years and above	2
	Female	Less than 6 m	3
		6m-1 year	2
		1-2 years	8
		2- 3 years	3

		3 years and above	5
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COMMENTS

- 7 inmates are associated with the thread cutting and making bundle, which is organised by the SUH. (Livelihood generation)
- CCTV and fire extinguisher functional.
- Shelter inmates go to UPHC 2 Banipur Swastha Kendra on their own for health check up and medicine.
- Received donation throughout the month in kinds (Food, all grocery items, vegetables, bedding materials, clothes). Frequency of getting donation per month is very high, (sometimes crosses 30 a month).
- ULB is currently running the shelter home since 4th March, 2024 as the shelter home completes its five years tenure.
- Requisition for pillow cover is 31.
- A Psychological counseling session was conducted by a clinical psychologist on 18/06/2024. 12 inmates attended the session out of which ix inmates were referred to the Habra Hospital.
- A group counseling session was conducted on 01/07/2024.

SUGGESTIONS

1. Movement/ Inmates In-Out Register needs to be maintained properly.
2. ID card number, Voter, aadhar Card number needs to be mentioned in the admission register.
3. Psychological counseling needs to be regularized. Also, a follow up session may be conducted.

HALISHAHAR MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit	Capacity	Current capacity
Ramprasad Awas	April, 2020	Halisahar Municipality	13/09/24	50	29

No of Residents present on the date of visit (13/09/24)	Male			12
	Female			17
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		10
		Others (Married)		2
	Female	PC		2
		MC		0
		single women		1
		widow		10
married		4		
Age wise segregation (as on date of visit)	Male	<18		1
		18+ to 30		0
		30+ to 40		0
		40+ to 50		3
		50+ to 60		0
		60+ and above		8
	Female	<18		1
		18+ to 30		0
		30+ to 40		1
		40+ to 50		3
		50+ to 60		0
		60+ and above		12
Duration of Stay in the SUH (as on date of	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		4

visit)	6m-1 year		6
	1-2 years		1
	2- 3 years		4
	3 years and above		0

COMMENTS

2. Shelter inmates clean toilets themselves.
3. No new livelihood opportunities have been created since the last quarter visit.
4. Inmates specific counseling services have not been provided yet since any requisition through proper channel has been sent to Jawaharlal Nehru medical College and Hospital.

5. A separate food register was maintained for breakfast, lunch, and dinner but is discontinued as lunch used to come from MAA Canteen. Now they have started cooking.
6. SMC Meeting was last held on 30/8/24 and was attended by 8 members and 2 inmates.
7. 30 pillows, 30 pillow covers, 30 bedcovers and 30 mosquito nets need to be replaced in the SUH.
8. Inmates admission register is not properly maintained. Photos and Adhaar number of some inmates are missing.
9. Doctors signature was not found in the health register.
10. Donations register is maintained and updated properly. The SUH receives 6 donations on an average per month.
11. The CMM requested for a salary hike for the shelter staffs.

OBSERVATIONS

1. No kitchen garden has been initiated yet.
2. No dietary charts is displaced
3. One Fire Extinguisher is functional but the refilling date is not visible
4. Permanent asset register is maintained but named as stock register.
5. There are two water filters which are covered under AMC.
6. The CCTV is present but the monitor is not working.

SUGGESTIONS

1. A separate Stock (Consumable) Register need to be maintained, which should be different from the Accounts register
2. Referral register and Grievances complaint Register need to be maintained
3. Letter Box need to be maintained
4. The shelter home may arrange the refrigerator facility and other recreational facility like a television set.
5. Notice board needs to be maintained.
6. A proper kitchen garden maybe maintained.

KOLKATA MUNICIPAL CORPORATION

(HARIDVPUR)

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	39	12-9-2024

No of Residents present on the date of visit (12/09/24)	Male	10	
	Female	29	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (12/09/24)	TOTAL	39	
	Male	10	
	Female	29	
	Male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	3	
	EXIT	7	

Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	4
	Female	married	3
		PC (married)	0
		MC	0
		single women	5
		widow	21
	married	3	
No of the Residents staying with Families(as on date of visit)		1 family ;2 people	
	Male	<18	0
		18+ to 30	1
		30+ to 40	0
		40+ to 50	1

Age wise segregation (as on the date of visit)		50+ to 60	2
		60+ and above	6
	Female	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	2
		50+ to 60	5
		60+ and above	22
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	5
		6m-1 year	1
		1-2 years	4
		2- 3 years	0
		3 years and above	0
	Female	Less than 6 m	4
		6m-1 year	5
		1-2 years	17
		2- 3 years	3
		3 years and above	0

COMMENTS

1. Water filters and fire extinguishers are provided by NGO and through donations
2. "Number of people identified" column not present in night survey register. Male and female distinction is not present.
3. The SMC register is present at the ULB.
4. Staff meeting, inmates meeting registers present and maintained

OBSERVATIONS

1. CCTV and fire extinguishers present and working.
2. Water filter covered under AMC.

19. 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	07-09-2024

No of Residents present on the date of visit (07/09/24)	Male	8	
	Female	27	
	male child	3	
	female child	2	
Admission Flow and Exit in last 3 months	New Admission	1	
	EXIT	0	
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	20
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
		<18	2
		18+ to 30	2

	Female	30+ to 40	2
		40+ to 50	4
		50+ to 60	5
		60+ and above	14
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	3
		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 since most inmates work outside in their own.
2. The last 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. Last camp was held in August.
5. 40 pillow and pillow covers and bed sheets are required.
6. Counseling and Consumables item register not updated.
7. Sponsorship register is maintained.
8. The SUH Manager is thinking of starting a cloud kitchen for the inmates to prepare their own food as well as earn an income for inmates own use.

OBSERVATIONS

1. CCTV and fire extinguishers are present
2. Fire extinguisher will be next refilled on 23/01/2025
4. There are two water filters but it has not been refilled.
5. Shelter home space can be made cleaner.

SUGGESTIONS

1. Maintain a Counselling register for inmates and Consumable Items register.
2. Update the grievance register.

20. 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	31	18-09-2024

No of Residents present on the date of visit (18/09/24)	Male	12	
	Female	16	
	male child	1	
	female child	2	
No of Residents present physically at the time of audit of visit (18/09/24)(4:15)	TOTAL	31	
	Male	12	
	Female	16	
	Male child	1	
	female child	2	
Admission Flow and Exit in last 3 months	New Admission	3	
	EXIT	3	(passed away)
Category of Homeless Persons (as on date of visit)	Male	PC (unmarried)	2
		MC	0
		unmarried	2
		married	8
	Female	PC (married)	0
		MC	0
		single women	4
		widow	13
		married	1
No of the Residents staying with Families(as on date of visit)		1 family, 4 members	
	Male	<18	1
		18+ to 30	2
		30+ to 40	1
		40+ to 50	1

Age wise segregation (as on the date of visit)		50+ to 60	2
		60+ and above	6
	Female	<18	2
		18+ to 30	2
		30+ to 40	2
		40+ to 50	2
		50+ to 60	3
		60+ and above	7
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	1
		6m-1 year	1
		1-2 years	4
		2- 3 years	4
		3 years and above	3
	Female	Less than 6 m	4
		6m-1 year	1
		1-2 years	4
		2- 3 years	8
		3 years and above	1

COMMENTS

1. Sweeper comes thrice a month, and the inmates clean the bathrooms everyday.
2. No health camps are held since the past one year. Inmates are taken to the nearby hospital if necessary. Relevant records of these visits are available in the health register.
3. Night survey data not maintained correctly
4. Stock register and permanent asset register not shown.
5. No ambulance services provided by the ULB. This has caused the shelter home difficulties as they would have to arrange the services themselves
6. Most of the registers are not maintained correctly.
7. signature of attendees absent from the SMC meeting register.
8. 5 dining tables available however, 20 plastic chairs needed.
9. Approximately 31 bedsheets, 20 pillows and 20 pillow covers are needed as the previous ones have been worn out. 50 mosquito nets are needed by the SUH as they have not been provided with any. 3 Almirahs and 50 individual lockers are needed as well
10. the staff do not have functional uniforms due to sizing issues.

11. Appropriate gate, boundary wall and fencing needed to restrict access from the outside destroying the vegetable garden.

OBSERVATIONS

1. No counselling register present as the counselling process has not yet been initiated.
2. Livelihood training has been initiated in the form of packaging (8-9 people have been initiated who earn on a per-hour basis as the demand arises), cloth stitching (2-3 inmates have been initiated who earn 20 rupees for stitching buttons on one set of clothes). They are interested in producing incense sticks.
3. The SUH has an understaffing issue and is in need of female staff.

SUGGESTIONS

1. To maintain and update all the files.

19.

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	28	15-9-2024

No of Residents present on the date of visit (22/07/2024)	Male	11		
	Female	13		
	male child	2		
	female child	2		
No of Residents present physically at the time of audit of visit (22/07/2024)	TOTAL	25		
	Male	11		
	Female	10		
	Male child	2		
	female child	2		
Admission Flow and Exit in last 3 months	New Admission	0		
	EXIT	3		
Category of Homeless Persons (as on date of visit)	Male	PC (married)	2	
		MC	0	
		unmarried	4	
		married	5	
	Female	PC (married)	0	
		MC	0	
		single women	8	
		widow	2	
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	5	
	Female	<18	2	
		18+ to 30	1	

		30+ to 40	1	
		40+ to 50	3	
		50+ to 60	3	
		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	3	
		2- 3 years	2	
		3 years and above	7	
	Female	Less than 6 m	1	
		6m-1 year	1	
		1-2 years	2	
		2- 3 years	6	
		3 years and above	5	

COMMENTS

1. Admission registers are regularly maintained, but inmates signatures are absent during their admission to SUH.
2. No recreational facilities like television or indoor games were found.
3. An initiative has been taken by the shelter management committee to find jobs for the inmates.
4. SMC Committee meetings are held on a regular basis.
5. livelihood generation has been created through stitching, jewellery and cosmetics making, however the inmates are not interested.
6. After the ULB took over (after 5 years completion), the SUH workers provide services to the ULB and get paid for those jobs. Hence, it is not an extra expense on the SUH.
7. Gender distinction absent in the night survey register.

SUGGESTIONS

1. One Television may be arranged for Shelter inmates.
2. The shelter home is adequately cleaned and well maintained.
3. Shelter inmates may be engaged in daily operational activities of the shelter home.
4. Some recreational facilities should be created for the shelter inmates who are aged below 12 years.
5. 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. Several inmates struggle with addiction to cigarettes, tobacco and drinking. There are currently no available services for de-addiction. The inmates are not allowed within the SUH in case they cause a problem.
2. There is a water crisis from the corporation and so the toilets are getting choked up. This is a temporary problem.
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. 6 CCTV cameras were functioning properly. 5 fire extinguishers are present but date of validity not present. Date of installation 07/02/2021.
5. 2 water filters one functional. AMC not present for both. The inmates are drinking KMC water which is lifted during available times and used as drinking water.

19. ASANSOL MUNICIPAL 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	27	08-09-2024

No of Residents present on the date of visit (08/09/24)	Male	14	
	Female	11	
	male child	2	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	4	
	EXIT	2	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1
		MC	0
		unmarried	7
		married	8
	Female	PC (married)	0
		MC	0
		single women	0
		widow	8
married	3		
No of the Residents staying with Families(as on date of visit)		3 families/ 9 members	
	Male	<18	2
		18+ to 30	4
		30+ to 40	0
		40+ to 50	4
		50+ to 60	2
		60+ and above	4

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

COMMENTS

1. People from outside the shelter home are allowed to participate in the health camps
4. ne 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
5. Sweeper is hired 4 times a month for cleaning the bathrooms. Daily cleaning is done by the inmates
6. The NGO pays for their water filter maintenance and it is well maintained. AMC not present.
7. In house livelihood opportunity through incense stick production has been proposed by the NULM manager which may start after Durga puja
8. Several records regarding the inmates were not documented properly (marital status, employment). The registers are adequately maintained.
9. An additional caregiving staff is needed.
10. Adequate bedding materials are available for the inmates
11. Individual counselling sessions have begun for inmates and the register is maintained.

SUGGESTIONS

1. Request for temporary boundary on north and east side of the property for tree plantation as cattle destroy the plantation

OBSERVATIONS

1. The bathrooms, kitchen and wards are moderately clean and adequately maintained.
2. Six fire extinguishers are present and renewed.

21. JIAGUNJ AZIMGUNJ MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Capacity	Current intake	Date of Audit
Valobasa	Nov-19	Jiaganj Municipality	50	27	19/09/2024

No of Residents present on the date of visit (19.09.2024)	Male	14	
	Female	12	
	male child	0	
	female child	1	
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)	2
		MC	0
		unmarried	1
		married	11
	Female	PC (married)	0
		MC	0
		single women	3
		widow	6
	married	4	
No of the Residents staying with Families(as on date of visit)	4 families (8 members)		
	<18	1	
	18+ to 30	5	
	30+ to 40	0	

Age wise segregation (as on the date of visit)	Male	40+ to 50	0
		50+ to 60	0
		60+ and above	8
	Female	<18	1
		18+ to 30	4
		30+ to 40	0
		40+ to 50	0
		50+ to 60	0
		60+ and above	8
		Duration of Stay in the SUH (as on date of visit)	Male
6m-1 year	1		
1-2 years	2		
2- 3 years	1		
3 years and above	9		
Less than 6 m	1		
6m-1 year	1		
1-2 years	1		
2- 3 years	1		
3 years and above	9		

COMMENTS

1. Lunch Comes from Maa Canteen
2. Number of persons identified and number of homeless persons rescued and admitted to SUH need to be maintained properly in night survey register
3. Some of the inmates photos are missing in admission register
4. No SMC meeting was conducted in last two months
5. Health register was not found during the audit visit.
6. Requisition of 25 Pillow covers and 25 bed sheets

OBSERVATIONS

1. Inmates in-out register is not maintained on a daily basis.
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
4. opportunities for the same
5. Water filter is not functional
6. Fire extinguisher refilling date has been expired on 18th August 2023

SUGGESTIONS

1. A psychological counselling session may be organised for shelter inmates as soon as possible
2. The fire extinguisher needs to be refilled as soon as possible
3. Permanent asset register and the consumable register need to be maintained separately
4. The water filter needs to be maintained.
5. Toilets are needed to be cleaned on a regular basis
6. Inmates in-out register needs to be maintained following SUDA guideline.
7. Some of the tubelights are not working.
8. Complaint and grievance register is not found.
9. No psychological counselling with the help of local hospital has been conducted since the last quarter visit
10. Some of the shelter inmates go to UPHC for health check up and medicine.
11. No livelihood opportunity has been created since the last visit

22. 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	94	100	05-09-2024

No of Residents present on the date of visit (05/08/2024)	Male		5
	Female		12
	male child		7
	female child		3
Admission Flow and Exit in last 3 months	New Admission		15
	EXIT		2
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1
		MC	0
		unmarried	3
		married	23
	Female	PC (married)	1
		MC	0
		single women	1
		widow	6
married	29		
Age wise segregation (as on the date of visit)	Male	<18	17
		18+ to 30	12
		30+ to 40	4
		40+ to 50	6
		50+ to 60	4
		60+ and above	3
	Female	<18	12
		18+ to 30	9
		30+ to 40	8
		40+ to 50	4

		50+ to 60	8
		60+ and above	7
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	4
		6m-1 year	3
		1-2 years	4
		2- 3 years	2
		3 years and above	27
	Female	Less than 6 m	7
		6m-1 year	5
		1-2 years	7
		2- 3 years	3
		3 years and above	32

COMMENT

1. No counselling is conducted for the inmates. A Notice has been sent by the Home to SUDA 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 for the last two months despite vacancies.
8. All 94 inmates require mosquito nets, pillow cover and bed sheets. They had been only given once at the start of the SUH. Requisition was sent 7 months ago according to the shelter home staff.

SUGGESTIONS

1. To maintain and update referral, grievance and counseling register.
2. To maintain a separate register for consumables.
3. Inmates record for those who have been sent from police station to the shelter home needs to be maintained properly.

OBSERVATIONS

1. Focussed group discussions resolving issues of inmates are held once in three months.
2. No separate wards for male and female.
3. No mosquito nets provided for the inmates.
4. CCTV is only present outside the premise.
5. Fire extinguisher is present but there is no refuelling date.

19. KOLKATA MUNICIPAL CORPORATION (KALIGHAT 2)

Name of the 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	05 September, 2024

No of Residents present on the date of visit (21/06/24)	Male	42	
	Female	45	
	male child	29	
	female child	17	
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	50
		married	21
	Female	PC	1
		MC	0
		single women	27
		widow	11
married	23		
No of the Residents staying with Families(as on date of visit)		26 families; 110 members	
Age wise segregation (as on the date of visit)	Male	<18	33
		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	17
		30+ to 40	7
		40+ to 50	2
50+ to 60	8		

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		60+ and above	8
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	4
		6m-1 year	12
		1-2 years	5
		2- 3 years	11
		3 years and above	41
	Female	Less than 6 m	6
		6m-1 year	8
		1-2 years	7
		2- 3 years	9
		3 years and above	30

COMMENTS--

- 1 Counseling provided to the inmates by the caregiver. No registers maintained
- 2 Shelter Managers requested for a raise.
- 2 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.
- 3 Reintegration is done but the amount is low. Currently, there are many inmates in the shelter. The inmates refuse to leave the home.
- 4 SMC Corporation level meetings was held last month with NULM Manager and KMC. But regular meetings are not held.
- 5 Requisition for 10 mosquito nets, 4 bedsheets and 2 pillow covers submitted. but not yet received. 1 cot is needed recently which has not been asked in requisition.
- 6 Shelter staffs requested for a salary hike.

SUGGESTIONS-

- 1 To maintain and update counselling and grievance register.
- 2 The floor needs to be cleaned regularly.
- 3 Water filter needs to be made functional soon for benefit of inmates.

OBSERVATIONS-

- 1 Water filter has been installed but not functioning for the last one month as complained by shelter inmates who are suffering from drinking water problem.
- 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
- 7 CCTV are present and working. Fire extinguisher is present and will be refueled next at 28/01/25.
- 8 The shelter home floor is found dirty.

KHARAGPUR MUNICIPALITY

23.

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	50	47	10-09-2024

No of Residents present on the date of visit (10/09/24)	Male	22	
	Female	25	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (10/09/24)(8:20 pm)	TOTAL	44	
	Male	19	
	Female	24	
	Male child	1	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	9	
	EXIT	2	

Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	10
	Female	married	12
		PC (married)	1
		MC	0
		single women	7
		widow	5
		married	12

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	1
		40+ to 50	4
		50+ to 60	8
		60+ and above	8
	Female	<18	0
		18+ to 30	2
		30+ to 40	6
		40+ to 50	6
		50+ to 60	6
		60+ and above	5
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	5
		6m-1 year	3
		1-2 years	14
		2- 3 years	0
		3 years and above	0
	Female	Less than 6 m	6
		6m-1 year	3
		1-2 years	16
		2- 3 years	0
		3 years and above	0

COMMENTS

3. Records of marital status of inmates not present.
4. 6 fire extinguishers present and renewed(validity up until August 2026). 6 CCTV cameras present and functioning.
5. Livelihood opportunity is being generated through fibre arts (carpet making) and thonga making. The knitted goods and thongas are already produced and in stock and the process of collaborating with self help groups has been initiated
6. date not mentioned in permanent asset register
7. No grievances have been registered by the inmates
8. Approximately 50 bedsheets,pillow covers, pillows are needed as the older ones are worn out.

9. the process of beginning counselling has been initiated however, due to current medical affairs the process has been halted.
10. donations in the form of food (dry and cooked) are frequent in the shelter home.
11. incense making and bari making has been recently initiated.

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

KRISHNANAGAR MUNICIPALITY

24.

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	37	19-09-2024

No of Residents present on the date of visit (19/09/24)	Male	18	
	Female	17	
	male child	1	
	female child	1	
No of Residents present physically at the time of audit of visit (19/09/24)	TOTAL	36	
	Male	18	
	Female	17	
	Male child	1	
	female child	1	
Admission Flow and Exit in last 3 months	New Admission	0	
	EXIT	4	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	4
		MC (married)	0
		unmarried	10
		married	5

	Female	PC (widow)	1/ (1-seperated)
		MC (married)	0
		single women (unmarried)	6
		widow	9
		married	1
		No of the Residents staying with Families(as on date of visit)	
		<18	1
		18+ to 30	0

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Age wise segregation (as on the date of visit)	Male	30+ to 40	2
		40+ to 50	1
		50+ to 60	2
		60+ and above	13
	Female	<18	1
		18+ to 30	3
		30+ to 40	0
		40+ to 50	1
		50+ to 60	4
		60+ and above	9
		Duration of Stay in the SUH (as on date of visit)	Male
6m-1 year			
1-2 years			
2- 3 years			
3 years and above			
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. A manager has not been formally appointed for the SUH.
2. The SUH currently still follows the registers format provided by (PRAN/recheck), hence certain sections of data required as per the current SUDA format are missing. The staff have been informed of the same and will be switching to the current format in the new registers.
3. Number of identified people section missing in the night survey registers.
4. 2 separate health registers are maintained. Only the records of inmates who had ailments were mentioned in the health register with the records of healthy inmates not maintained. Records of the health camp conducted on 8/4/24 not present in the registers.
5. Health Check up camp conducted as per requirement most of the cases inmates visit the adjacent UPHC for their check up and took medicine.
6. Records of permanent asset register present in the consumable register, permanent asset register and records of consumables missing.
7. Rakhi making was supposed to be initiated as a livelihood opportunity but couldn't be organized in time. No other livelihood opportunity has been generated.
8. No bedding materials are needed by the SUH.
9. The counseling process has been initiated.

OBSERVATIONS

1. 6 fire extinguishers present and renewed (validity date to be confirmed)
2. 5 CCTV cameras present and functioning.
3. 1 Water filter present, functional and covered under AMC
4. None of the inmates have been hospitalized in the past 6 months.
5. The number of inmates who participated in beggary decreased from 22 to 9.

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	40	08-09-2024

No of Residents present on the date of visit (08/09/24)	Male	11	
	Female	18	
	male child	5	
	female child	6	
No of Residents present physically at the time of audit of visit (08/09/24)(1:30pm)	TOTAL	35	
	Male	10	
	Female	17	
	Male child	3	
	female child	5	
Admission Flow and Exit in last 3 months	New Admission	13	
	EXIT	6	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	7
		married	9
	Female	PC (married)	0
		MC	0
		single women	9
		widow	7
	married	8	
No of the Residents staying with Families(as on date of visit)		5 (19 members)	
	Male	<18	5
		18+ to 30	2
		30+ to 40	3
		40+ to 50	1

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Age wise segregation (as on the date of visit)		50+ to 60	1
		60+ and above	4
	Female	<18	6
		18+ to 30	6
		30+ to 40	3
		40+ to 50	3
		50+ to 60	4
		60+ and above	2
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	1
		6m-1 year	1
		1-2 years	8
		2- 3 years	3
		3 years and above	3
	Female	Less than 6 m	5
		6m-1 year	4
		1-2 years	6
		2- 3 years	6
		3 years and above	3

COMMENTS

1. The inmates clean the washroom everyday. 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. Health camps are not conducted frequently as there are clinic services available nearby. Each inmate has a personal record maintained for their own health history.
6. Individual counselling for female inmates only conducted once by onestop.
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. Male/ female distinction not mentioned in Night survey 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, age).
11. fire extinguishers present and renewed on 16/01/24. CCTV is not working.
12. Approximately 10 pillows and 5 bedsheets are required.

13. the shelter home bathrooms and kitchen is clean and well-maintained.

28.

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	07-09-2024

No of Residents present on the date of visit (07/09/24)	Male	9	
	Female	12	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (07/09/24 12:30)	TOTAL	8	
	Male	4	
	Female	4	
	Male child	0	
	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
		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	
		<18	0

Age wise segregation (as on the date of visit)	Male	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	Less than 6 m	2
		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 and 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. the data of previous reports regarding governments and schemes was inaccurate It has been rectified now.
4. The home itself took thonga making initiatives for the shelter inmates by taking training from YouTube.
5. Total 18 inmates have been counselled
10. Referral register absent however, relevant documents are well maintained.
12. CCTV cameras are not present in the main entrance and the corridor and the stairs
13. Both cash book and consumable stock registers are not updated

16. Stands are needed in order to set up the mosquito net
20. Receive food donations for birthday celebrations and death anniversary celebrations throughout the year but clothing donations are mainly concentrated during Durga festival and winter

SUGGESTIONS

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

OBSERVATIONS

1. Half of the bedding materials are not in usable condition.
2. SUH is making banners for the home staircase since many people mistook the SUH for old age homes.

MAHESHTALA MUNICIPALITY

30.

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	26	07-09-2024

No of Residents present on the date of visit (07/09/2024)	Male	10	
	Female	14	
	male child	0	
	female child	2	
Admission Flow and Exit in last 3 months	New Admission	1	
	EXIT	0	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1
		MC	0
		unmarried	0
		married	6
	Female	PC (married)	0
		MC	0
		single women	5
		widow	8
married	6		
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	3
	Female	<18	2
		18+ to 30	0
		30+ to 40	0
		40+ to 50	2

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		50+ to 60	2
		60+ and above	11
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	3
		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	3

COMMENTS

1. 2 counselors have been appointed by the ULB in the last month.
2. 17 inmates have been counseled individually.
3. Internal meetings are conducted every month. However, group discussions among inmates
4. are held every week.
5. 11 single people have applied for Swastha sathi card, but are yet to receive since there has been no Duare Sarkar camp.
6. Few inmates have started working as domestic help and in the ULB.
7. SMC meetings with SUH manager, staffs, NULM manager and inmates are held every month.
8. The ULB declared to undertake the responsibility of the SUH since the home will complete 5 years.
9. It was suggested to put up a notice board. A requisition has been sent for same.
10. Counselling register is maintained and updated as per suggestions.
11. SMC register is maintained as per suggestions.
12. Sponsorship register is maintained.

13. Stock register is used to maintain a record of consumable items since a lot of blank pages are left in the stock register.

SUGGESTIONS

1. To conduct standardised psychometric test, as per the need of the situation, to appropriately assess the mentally challenged inmates.

OBSERVATIONS

1. AMC expired for two water filters. One is functional.
 2. Requisition submitted for replacement of another one.
 3. Bedding materials are not in proper condition since it has been 5 years.
 4. 25 mosquito nets, 25 pillow covers and 25 bedsheets needed.
 5. Inmates are provided with a separate diet for observing religious fastings.
 6. Counselling records are maintained in the health register.
-
7. there are 6 CCTV and all are functional.
 8. Fire extinguisher is present and will be refilled on 12.08.25
 9. A shabby look is seen in the wards since the locker is filled. The manager said that the inmates get many items through donations.

31.

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	19-09-2024

No of Residents present on the date of visit (19/09/24)	Male	1	
	Female	15	
	male child		
	female child	1	
No of Residents present physically at the time of audit of visit (19/09/24)(12:00)	TOTAL	16	
	Male	1	
	Female	14	
	Male child	0	
	female child	1	
Admission Flow and Exit in last 3 months	New Admission	1	
	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	
	Male	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	0
		50+ to 60	0

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Age wise segregation (as on the date of visit)	Female	60+ and above	1
		<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
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. There is an additional form created by the manager for maintaining the case records of identified homeless persons during the night survey.
3. A sincere effort has been initiated for the counselling process. Doctors from the Malda Medical College have been engaged for one to one counselling process.
4. 2 water filters are present, functional and covered under AMC.
5. Discussions for generating livelihood opportunities has been initiated with interested inmates. Work such as stitching, thonga making and garland making have been discussed at ULB level.
6. A clinical psychologist accompanied the health camp and took an overview of the shelter inmate's mental health. The shelter home manager is planing to conduct a mental health camp very soon with the help of appropriate professionals.
7. Approximately 10 bedsheets , pillows, pillow covers and mosquito nets are needed as the older ones have worn out.
8. Two civic volunteers appointed by ULB help the SUH for safety and security.

OBSERVATIONS

1. 6 fire extinguishers present and renewed (valid up until February 2028).6 CCTV cameras present and functional.
2. The shelter home is adequately cleaned and well maintained.

32.KALYANI MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit
Nirhara	24-03-2021	Kalyani ULB	18-09-2024

No of Residents present on the date of visit (18/09/24)	Male			16	
	Female			17	
No of Residents present physically at the time of audit of visit (18/09/24)	Male			16	
	Female			17	
	New Admission			2	

Admission Flow and Exit in last 3 months	Exit			3	
Category of Homeless Persons (as on date of visit)	Male	PC		1	
		MC		0	
		Single		13	
		Others (Married)		2	
	Female	PC		1	
		MC		0	
		single women		1	
		window		12	
Age wise segregation (as on date of visit)	Male	<18		0	
		18+ to 30		1	
		30+ to 40		1	
		40+ to 50		0	
		50+ to 60		0	
		60+ and above		14	
	Female	<18		1	
		18+ to 30		0	

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		30+ to 40		0	
		40+ to 50		2	
		50+ to 60			
		60+ and above		14	
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m		2	
		6m-1 year		5	
		1-2 years		4	
		2- 3 years		4	
		3 years and above		1	
	Female	Less than 6 m		3	
		6m-1 year		2	
		1-2 years		8	
		2- 3 years		4	
		3 years and above		0	

COMMENTS

1. Requisition for mosquito nets -20, pillow cover-20, bedsheets-20
2. A meeting with three NGO's and other concerned personnel was convened on 22nd June, 2024 in SUH for conducting a training session for making handcrafts for shelter inmates.
3. A mental health camp was conducted on 7/09/2024. Doctors came from the department of psychiatry , Kalyani
4. AIMS. Six inmates attended the mental health camp. Some medicines were prescribed. Some of them are doing follow-up.
5. No livelihood opportunities for shelter inmates have been created since the last quarter visit.
6. The shelter home lunch comes from Maa Canteen.
7. A donation account has been created for SUH at the ULB level.

OBSERVATIONS

1. Photos of some of the inmates are missing in the admission register.
2. The movement register of inmates is not maintained properly.
3. Psychological counseling register is maintained. However, the doctor's signature is missing.
4. A copy of meeting Minutes of SMC Committee meetings is found at the shelter level(as per last quarter's advice). However shelter representatives of inmates did not attend last SMC committee meeting held on 01/08/2024.

SUGGESTIONS

1. Attendance of the representatives of the shelter inmates needs to be recorded in SMC meeting register.
2. The movement register especially the leave record of inmates is needed to be maintained properly.
3. Psychological counseling may be continued.

KATWA MUNICIPALITY

33.

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit
Thikana	18-08-2019	Katwa Municipality	28-09-2024

No of Residents present on the date of visit (29/09/2024)	Male			14	2(Children)	
	Female			12	2Children	
No of Residents present physically at the time of	Male			14	2(Children)	
	Female			12	2Children	

audit of visit (DD/MM/YY)						
Admission Flow and Exit in last 3 months	New Admission			3		
	Exit			2		
Category of Homeless Persons (as on date of visit)	Male	PC		2		
		MC		2		
		Single		12		
		Others (Married) child		14		
	Female	PC		0		
		MC		2		
		single women		1	16 married women	
		widow		4		
	Others (staying with family and children)		2 (7 persons)			
	Male	<18		2		
		18+ to 30		0		
		30+ to 40		0		
		40+ to 50		2		
		50+ to 60		6		
		60+ and above		4		

Age wise segregation (as on date of visit)	Female	<18		2		
		18+ to 30		0		
		30+ to 40		1		
		40+ to 50		3		
		50+ to 60		4		
		60+ and above		4		
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m		2		
		6m-1 year		0		
		1-2 years		0		
		2- 3 years				
		3 years and above		12		
	Female	Less than 6 m		1		
		6m-1 year		0		
		1-2 years		0		
		2- 3 years		0		
		3 years and above		11		

COMMENTS

1. The shelter home is currently run by Katwa municipality after completing its 5 years tenure on 19th August, 2024.
2. Some initiatives have been taken for counseling shelter. Two sessions have been conducted by one psychological counselor. Four inmates have attended the session. No steps have been taken for creating livelihood opportunities for the shelter inmates.
3. Two water filters, one of them is functional but not under AMC coverage. The second water filter which is present in the kitchen, needs servicing.
4. Two shelter inmates are engaged in gardening activities.
5. Doctor's signature is missing in the health checkup register.
6. A donation file is maintained and donation is received both in terms of cash and kind. The donation account is maintained by Vivekananda Area level Federation, Katwa Municipality.

OBSERVATIONS

1. Shelter inmates are not allowed to move outside of the shelter home. They are kept in captivity
2. A signature or left thumb impression of shelter inmates are missing in the admission register of inmates.

3. Some of the photos of inmates are missing in the inmates admission register especially for those who have rescued since last quarter visit.
4. Fire extinguisher exists and the next refilling date of fire extinguisher is 24-06-2025.
5. CCTV camera is functional.

SUGGESTIONS

1. Glow sign board needs to be repaired
2. Psychological counseling may be arranged for inmates
3. A signature or left thumb impression of shelter inmates needs to be maintained.
4. Inmates' permanent leave history needs to be recorded in the inmates admission register.
5. Psychological counseling register needs to be maintained.
6. Doctor's signature needs to be maintained in the health checkup register.
7. SMC meeting minutes copy needs to be kept at SUH level.
8. Asset type needs to be mentioned in the Stock register following SUDA guidelines.
9. Permanent Asset register needs to be maintained following SUDA guidelines.

33.NAIHATI MUNICIPALITY

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit	Capacity	Current intake
Anandaniketan	02-08-2021	Naihati Municipality	09-09-2024	50	40

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			3		
	Exit			2 (one died and one left)		
	Male	PC		0		
		MC		0		

Category of Homeless Persons (as on date of visit)	Female	Single		6		
		Widower		4		
		Others (Married)		3		
		PC		0		
	Male	MC		0		
		single women		4		
		window		20		
		Others				
	Male	<18	0			
		18+ to 30	0			
		30+ to 40	1			
		40+ to 50				
		50+ to 60	2			

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Age wise segregation (as on date of visit)	Female	60+ and above	10			
		<18	0			
		18+ to 30	0			
		30+ to 40	0			
		40+ to 50	0			
		50+ to 60	7			
		60+ and above	20			
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	1			
		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					
No of the Residents staying with Families(as on date of visit)			3Families (6 inmates)			

COMMENTS

1. Inmates specific counselling services have not been provided yet.
2. Cash/ accounts register not found at the time of the visit
3. No livelihood training was provided to the inmates by SUH .
4. SMC Meeting Minutes copy held on 21st Aug, 2024 found at shelter home.

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. Receive food donations for birthday celebrations, rice ceremony celebrations, and death anniversary celebrations throughout the year but clothing donations are mainly concentrated during Durga festival.
4. Requisition for mosquito nets: 20
5. 5 Pillow and pillow cover, and 40 bed covers are required by the SUH.

SUGGESTIONS

1. Refferal register need to be maintained and Grivences register need to be updated.

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2. Letter Box, Notice Board needs to be display.
3. Rules and Regulations needs to be displayed in the shelter homes

SHANTIPUR MUNICIPALITY

34.

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit	Capacity	Current Capacity
Dishari	1st July, 2021	Maya Foundation	12-09-2024	50	28

No of Residents present on the date of visit (DD/MM/YY)	Male			14		
	Female			8		
	male child			0		
	female child			0		
Admission Flow and Exit in last 3 months	New Admission			4		
	Exit			4		

Category of Homeless Persons (as on date of visit)	Male	PC		1		
		MC		0		
		Single		3		
		Widower		2		
		Married		12		
	Female	PC		1		
		MC		1		
		single women		3		
		widow		2		
		Others		3		
Age wise segregation (as on date of visit)	Male	<18		0		
		18+ to 30		1		
		30+ to 40		2		
		40+ to 50		1		
		50+ to 60		4		
		60+ and above		10		
	Female	<18		0		
		18+ to 30		1		
		30+ to 40		3		
		40+ to 50		2		
		50+ to 60		1		
		60+ and above		3		
Male	Less than 6 m		3			
	6m-1 year		7			
	1-2 years		4			
	2- 3 years		4			

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

COMMENTS

1. Only one resident had gone through the check-up (26.04.2024) in the previous mental health counseling program by Dr. Bidyut Gayen
2. Inmates have actively participated in everyday maintenance tasks such as cleaning the toilets and maintaining to the kitchen garden.
3. No action has yet been taken regarding the livelihood opportunities for individual inmates.
4. Shelter staffs requested for a salary hike
5. The date of fire-extinguisher - 21/12/2023-20/12/2024
6. No Bedding requirement. The shelte manager have asked for a an almirah for his office use.
7. The majority of the donations are of the kind that the shelter appropriately records.
8. The shelter manager has requested an increase in funding because they are responsible for providing food for every inmates.
9. Aquagaurd, which is an AMC cover, has also been set up.

OBSERVATION:

1. Inmates movement register including Inmates Permanent Leave Record is maintained properly.
2. Column headings like number of homeless identified, no. of homeless rescued were missing for the last page in the Night Survey Register.
3. Toilets are cleaned properly.
4. CCTV cameras are working properly.1

SUGGESTIONS

1. It is necessary to provide psychological counseling to all the inmates.
2. Complaints grivence register needs to be updated.
3. An-eye check up camp for shelter inmates may be organised.

TARAKESHWAR MUNICIPALITY

35.

Name of SUH	Year and Month of Establishment	Name of the Organisation running the SUH	Date of Visit
Shantineer	March, 2020	Maya Foundation	19-09-2024

No of Residents present on the date of visit (DD/MM/YY)	Male			4		
	Female			15		
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			3		
	Exit			1		
Category of Homeless Persons (as on date of visit)	Male	PC		2		
		MC		0		
		Single		3		
		Others (Married)		1		
	Female	PC		0		
		MC		0		
		single women		4		
		widow		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		1		
		50+ to 60		2		
		60+ and above		1		
	Female	<18		0		
		18+ to 30		0		
		30+ to 40		0		
		40+ to 50		0		
	50+ to 60		5			

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		60+ and above		10		
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		3		
		3 years and above				
		Less than 6 m		4		
		6m-1 year		3		
		1-2 years		1		
		2- 3 years		5		
		3 years and above		2		

COMMENTS

1. Stock register for food need to be maintained properly.
2. Shelter inmates visits near by ULB health center as required.
3. Night surveys are not conducted on a regular basis.

OBSERVATIONS

1. Mental Health check up camp has been organised on 24/6/24, where all the inmates attended it.
2. Every month, sweepers come in twice to clean the restrooms. Inmates routinely clean their own toilets.
3. CCTV Cameras are functional.
4. There are two Aquaguards which are functional and covered under AMC.
5. The fire extinguisher will be next refilled on 18/12/24.

SUGGESTIONS

1. Elderly inmates may be engaged in gardening and shelter chores activities
2. Number of inmates may be increased.

3. A refrigerator may be arranged for keeping the cooked food items.
4. SMC meeting minutes register need to be kept at the shelter home
5. The follow-up for psychological counselling is advisable, the last check-up was done on 24/6/24
6. It's important to aware people about the shelter homes since people frequently mistake them for elderly homes.

36.

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	31	10-09-2024

No of Residents present on the date of visit (10/09/24)	Male	7	
	Female	23	
	male child	1	
	female child	0	
No of Residents present physically at the time of audit of visit (10/09/24)(6:00pm)	TOTAL	31	
	Male	7	
	Female	23	
	Male child	1	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	1	
	EXIT	2	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0
		MC	0
		unmarried	2
		married	6
	Female	PC (unmarried)	
		MC	0
		single women	5
		widow	17

		married	1
No of the Residents staying with Families(as on date of visit)		1 family (Mother and son)	
		<18	1
		18+ to 30	0

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Age wise segregation (as on the date of visit)	Male	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	0
		40+ to 50	2
		50+ to 60	3
		60+ and above	18
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	2
		3 years and above	1
	Female	Less than 6 m	4
		6m-1 year	1
		1-2 years	4
		2- 3 years	6
		3 years and above	8

COMMENTS

1. The process of setting up masala, muri, etc. stalls was started however, none of the inmates were willing to participate/work.
2. Two self help groups have been created with "baba anukul SHG" initiated for male inmates and "Ambika SHG" for the female inmates in the process of initiation. The male group has received a revolving fund of rupees 10 Thousand.
3. 14 fire extinguishers present and renewed (validity up until March 2025). CCTV cameras are present and functional.
4. The night survey register needs to specify male/female distinction
5. As it has been five years of the SUH, the cashbook register is no longer needed as the Municipality has taken over. The NULM has a detailed record of the cash transactions for running the SUH
6. SMC meetings were irregular due to elections
7. Approximately 50 bed sheets, mosquito nets, pillows, pillow covers are needed as the older ones are worn out.
8. 2 water filters present and functional. AMC for both filters present.

9. The counselling facilities have not yet started. However, the doctor organised three group sessions the records of which are present in the health register
10. notice board and letter box has been installed after the previous audit.
11. Date of admission for some inmates and exit dates are missing in the inmates admission register.

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)

37. RAJPUR 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	28	7th September, 2024

No of Residents present on the date of visit (07/09/24)	Male	11	
	Female	17	
	male child	0	
	female child	0	
Admission Flow and Exit in last 3 months	New Admission	0	

Category of Homeless Persons (as on date of visit)	EXIT	1	
	Male	PC	0
		MC	0
		unmarried	3
		married	8
	Female	PC (married)	1
		MC	1
		single women	2
		widow	11
	married	2	
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	2
		40+ to 50	1
		50+ to 60	2
		60+ and above	5
		<18	0
		18+ to 30	0
		30+ to 40	0

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	Female	40+ to 50	0
		50+ to 60	2
		60+ and above	15
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	3
	Female	Less than 6 m	0
		6m-1 year	0
		1-2 years	5
		2- 3 years	6
		3 years and above	6

COMMENTS

1. Hygiene register is maintained.
2. Grievance register is maintained and updated.
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.
10. Bedding materials are adequate and not required further since all materials were not used.
11. The suggestion to maintain and initiate a counseling session is fulfilled by the SUH. The counseling register is maintained.
12. The suggestion to maintain a referral register is fulfilled and a register is maintained.

OBSERVATIONS

13. Government documents update process is initiated. 2 members have got widow pension and old age pension respectively.
14. several inmates share a swastha sathi card under one name.

15. Physically challenged inmates reside the ground floor of the building which makes them easier to access the shelter home.
16. 2 shelter staffs are present along with two security provided by the ULB.
17. Livelihood is a challenge as there are several old age inmates.
18. Many inmates do not have children, spouse or family; hence reintegrating them is a challenge.
19. The shelter home is clean and well maintained
20. CCTV is present and working.
21. There is a fire extinguisher which will be refilled on May 2025.
22. There are two water filters which are working. One filter was changed in the last six months.

33. 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	25	11-09-2024

No of Residents present on the date of visit (11/09/24)	Male	9	
	Female	16	
	male child	0	
	female child	0	
No of Residents present physically at the time of audit of visit (11/09/24)(10:30pm)	TOTAL	25	
	Male	9	
	Female	16	
	Male child	0	

	female child	0	
Admission Flow and Exit in last 3 months	New Admission	4	
	EXIT	7	
Category of Homeless Persons (as on date of visit)	Male	PC (married)	1
		MC	0
		unmarried	1
		married	7
	Female	PC (unmarried)	NA
		MC	NA
		single women	2
		widow	11
	married	3	
No of the Residents staying with Families(as on date of visit)		1 (2 members)	
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	0
		30+ to 40	1
		40+ to 50	1
		50+ to 60	2
		60+ and above	5
		<18	0
		18+ to 30	0
		30+ to 40	2

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	Female	40+ to 50	2
		50+ to 60	1
		60+ and above	11
Duration of Stay in the SUH (as on date of visit)	Male	Less than 6 m	0
		6m-1 year	2
		1-2 years	2
		2- 3 years	3
		3 years and above	2
	Female	Less than 6 m	2
		6m-1 year	3
		1-2 years	2
		2- 3 years	7
		3 years and above	2

COMMENTS

1. The process of counselling has been initiated. Letter has been sent to the municipality.
2. NGO has denounced all responsibilities to the SUH. The ULB has fully taken over the management.
3. Both water filters are no longer functional. The inmates use the water facilities of the Municipality nearby when in need.
4. Only lunch is being served by Maa canteen. No other meals are being prepared.
5. Inmates dismissal records not present in the admission register.
6. Identified and rescued need to be separately mentioned in the register.
7. 2 fire extinguishers present and renewed (validity up until 2025), 6 CCTV cameras present.
8. The previous manager's contract has ended on 30th August 2024. All the previous staff has been let go. However, he was called to the SUH during audit to provide relevant information.
9. All bedding materials are in usable condition and there are no needs for one. One of the beds are non functional.
10. the Marital status of Mentally and physically challenged female inmates cannot be confirmed.
11. Inmate often leave the premises of the SUH without informing the staff.
12. The bathrooms, kitchen and wards are adequately cleaned and maintained.
13. No initiatives undertaken for generating livelihood.

OBSERVATIONS-

1. Tamruk is a politically volatile place which has been hindering several processes of managing

40.

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	14	16-9-2024

No of Residents present on the date of visit (16/09/24)	Male		8		
	Female		6		
	male child		0		
	female child		0		
No of Residents present physically at the time of audit	TOTAL		13		
	Male		7		
	Female		6		

of visit (16/09/24)(12:40p m)	Male child		0		
	female child		0		
Admission Flow and Exit in last 3 months	New Admission	3			
	EXIT	6			
Category of Homeless Persons (as on date of visit)	Male	PC (married)	0		
		MC	0		
		unmarried	6		
		married	2		
		PC (married)	0		
		MC	0		
		single women	0		
		widow	6		
	married	0			
No of the Residents staying with Families(as on date of visit)		1Family with 3 members (Husband, Wife and Child)			
	Male	<18	0		
		18+ to 30	1		
		30+ to 40	1		
		40+ to 50	0		

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

COMMENTS

1. The building is not maintained properly. Several structures are broken and the kitchen, Bathrooms and wards are not cleaned properly.
2. Approximately 20 bedsheets, 50 mosquito nets and 20 pillows needed as the older ones have been worn out.
3. Donations are infrequent in the SUH
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. The SUH workers provide services to the ULB and get paid for those jobs. Hence, it is not an extra expense on the SUH.
7. The staff has not been provided with uniforms.
8. Counselling process has not been initiated

9. Health camps not conducted on the premises of the SUH however, inmates are regularly taken to the nearest hospital in groups in case they need medical consulting or assistance. Records of these visits not maintained in a register, however, each inmate keeps their own prescription.
10. O&M training not given to staff
11. Livelihood opportunity training not initiated. However, two inmates and the manager (Sourab Kanti Dey) took the initiative upon themselves for paper bag making. They make upto 2 kgs of thongas per day which generates a revenue of 30 rupees per day for 2 inmates combined.

SUGGESTIONS

1. Night survey and health register to be maintained according to the given format.

OBSERVATIONS

1. Bed and Window Panes were dirty. Bathrooms and wards are very dirty, and the condition of the overall building is bad.
2. 1 fire extinguisher present and functional (Valid upto). 6 CCTV cameras are present, 4 are functional.
3. 2 water filters present and functional. AMC papers present for both.
4. There is no drainage system in the SUH, which creates hygiene issues.

40. TITAGARH 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 jadvapur	50	28	9-9-2024

No of Residents present on the date of visit (09/09/24)	Male	17	
	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)	0
		MC	0
		unmarried	7; WIDOW: 8
		married	3
	Female	PC (married)	0
		MC	0
		single women	3
		widow	3
married	4		
No of the Residents staying with Families(as on date of visit)		4 Family (8members)	
Age wise segregation (as on the date of visit)	Male	<18	0
		18+ to 30	2
		30+ to 40	1
		40+ to 50	4
		50+ to 60	3
		60+ and above	8
	Female	<18	0
		18+ to 30	0
		30+ to 40	0
		40+ to 50	2
		50+ to 60	3
		60+ and above	5

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

COMMENTS

1. 10 bedsheets are required to be replaced in the SUH.
2. Counselling services have not started however, the chairman has been informed to start the process.
3. Lunch is given by maa canteen, but the dinner is prepared in the kitchen.
4. A record of the background details of the inmates who have been rescued has been maintained. But the record is not updated.
5. The SMC register is maintained at the ULB.
6. Livelihood training opportunities were provided by the NGO but no one was interested to work.
7. Donations and sponsorers record is maintained and updated.
8. The health register is maintained but not signed by doctor.

SUGGESTIONS

1. Stock register needs to be maintained properly as there is no date mentioned.
2. There needs to be proper register for cash book.
3. To keep a SMC meeting record at Shelter level.

OBSERVATIONS

1. CCTV camera installation is in process.
2. The fire extinguisher is present and will expire on 2025 but the date is not visible properly.
3. There are two water filters covered under AMC. Servicing has been done recently.

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4. A separate hygiene register for the sweeper is maintained.
5. The shelter home space is clean and well maintained.

PERFORMANCE GRADING OF ALL SUH

(**Based on some selected performance criteria**)

From the collected data, we have arranged all the SUH performance wise. We have computed an Weighted Average Grade Score(WAGS) as a performance measure for each SUH where higher score indicates better performance. Also, we have added a qualitative performance category to each SUH according to its performance.

Rank	Name of SUH	Name of the ULB	Name of the district	Weighted Average Grade Score	Remarks
1	Kalighat-II	Kolkata Municipal Corporation	Kolkata	7.9	Excellent
2	Nabanir	Berhampore Municipality	Murshidabad	7.866	Excellent
3	Swapna Neer	Kharagpur Municipality	West Medinipur	7.584	Excellent
4	Ananda Niketan	Naihati Municipality	North 24 Pargana	7.304	Excellent
5	Abas	Maheshtala Municipality	South 24 Paragana	6.834	Very Good
6	Ashray	Jalpaiguri Municipal Corporation	Jalpaiguri	6.824	Very Good
7	Vivekananda Bhavan	Habra Municipality	North 24 Pargana	6.71	Very Good
8	Thikana	Katwa Municipality	Purba Bardhaman	6.628	Very Good
9	Amar Ashray-I	Kolkata Municipal Corporation	Kolkata	6.5	Very Good
10	Janakalyan Bhavan	Medinipur Municipality	West Medinipur	6.444	Very Good
11	Ashray-Haridevpur	Kolkata Municipal Corporation	Kolkata	6.412	Very Good
12	Vivekananda Abasan	Chandannagar Municipality	Hooghly	6.364	Very Good
13	Sharan Abasan	Bongaon Municipality	North 24 pargana	6.33	Very Good
14	Nibedita Bhavan	Rajpur-Sonarpur Municipality	South 24 Pargana	6.208	Very Good
15	Nirhara	Kalyani Municipality	Nadia	6.172	Very Good
16	Ashray Bowbazar	Kolkata Municipal Corporation	Kolkata	6.124	Very Good
17	Protyee	Gayeshpur Municipality	Nadia	6.12	Very Good
18	Abhayasram	Durgapur Municipal Corporation	Paschim Bardhaman	6.052	Very Good
19	Ashroy-Jamuria	Asansol Municipal Corporation	Paschim Bardhaman	6.05	Very Good
20	Santiniketan	Bankura Municipality	Bankura	6.014	Very Good

Rank	Name of SUH	Name of the ULB	Name of the district	Weighted Average Grade Score	Remarks
21	Sukhoner	Krishnanagar Municipality	Nadia	5.95	Good
22	Santi Neer	Bhatpara Municipality	North 24 Pargana	5.904	Good
23	Sandhya Nirabas	Madhyamgram Municipality	North 24 Pargana	5.876	Good
24	Disari	Shantipur Municipality	Nadia	5.824	Good
25	Mamatalaya	Titagarh Municipality	North 24 Pargana	5.824	Good
26	Ashroy-Kulti	Asansol Municipal Corporation	Paschim Bardhaman	5.736	Good
27	Ekanto Apon	Barasat Municipality	North 24 Pargana	5.708	Good
28	Ashray-Depopara	Asansol Municipal Corporation	Paschim Bardhaman	5.554	Good
29	Ramprasad Awas	Halisahar Municipality	North 24 Pargana	5.512	Good
30	Bhoboghure Bhavan	Arambagh Municipality	Hooghly	5.43	Good
31	Anubhab	English Bazar Municipality	Malda	5.384	Good
32	Shantiniketan	Tamluk Municipality	East Medinipur	5.352	Good
33	Ghore fera	Howrah Municipality Corpotation	Howrah	5.254	Good
34	Swapna Neer	Dumdum Municipality	North 24 Pargana	5.158	Good
35	Bhalobasa	Jiagunj-Azimganj Municipality	Murshidabad	5.116	Good
36	Aniket	Bishnupur Municipality	Bankura	4.94	Above average
37	Amar Ashray-II	Kolkata Municipal Corporation	Kolkata	4.742	Above average
38	Kalighat-I	Kolkata Municipal Corporation	Kolkata	4.5	Above average
39	Ashroy	Islampur Municipality	Uttar Dinajpur	3.944	Above Average
40	Shanti Neer	Tarakeswar Municipality	Hooghly	3.296	Above Average
41	Thikana	Coochbehar Municipality	Coochbehar	2.412	Average

Methodology:

We have selected six categories (as performance criteria) and observed the responses against those six categories. Those categories are **SMC, Occupancy, night survey records in last two months, livelihood opportunity creation, health camp in last two months and mental health counselling in the fourth quarter**. Then, we have computed grade score for each category as follows for a SUH:

- **SMC score (S_{smc})**: In this category we have considered whether the SMC meeting held in last three months or not, whether SMC meeting occurs regularly or not, number of members who attended SMC meetings and assigned a score against each SUH.
- **Occupancy score ($S_{occupancy}$)**: This is basically proportion of inmates out of the total capacity for each SUH.
- **Night Survey score ($S_{night\ survey}$)**: In this category we have considered whether night survey was conducted or not in last three months, number of people identified and rescued through night survey and assigned a grade score against each SUH.
- **Livelihood opportunity creation score ($S_{livelihood}$)**: In this category, we have considered whether livelihood opportunity was created for inmates in each SUH OR NOT. Then, we have assigned a score against each SUH.
- **Health Camp score ($S_{health\ camp}$)**: In this category we have considered the number of health camps organised by the respective SUH, and assigned a score against each SUH.
- **Mental Health counselling score ($S_{mental\ health\ counselling}$)**: In this category we have considered whether the SUH have organized mental health counselling or not. Then we have assigned a score against each SUH.

We have assigned the following weightage to each category:

Category	Weightage
Occupancy Score	0.2
Night Survey score	0.2
Health checkup camp Score	0.2
SMC Score	0.2
Mental health counselling score	0.1
Livelihood opportunity creation score	0.1

After assigning the weightage, we have calculated the weighted Average Grade Score (WAGS) for each SUH by the formula

$$WAGS_{SUH} = S_{smc} W_{smc} + S_{occupancy} W_{occupancy} + S_{night\ survey} W_{night\ survey} + S_{livelihood} W_{livelihood} + S_{health\ camp} W_{health\ camp} + S_{mental\ health\ counselling} W_{mental\ health\ counselling}$$

According to the obtained WAGS finally we have categorised all the SUHs into five non-overlapping performance categories, namely *Average* (with WAGS upto 3), *Above Average* (with WAGS more than 3 upto 5), *Good* (with WAGS more than 5 upto 6), *Very Good* (with WAGS more than 6 upto 7) and *Excellent* (with WAGS more than 7 upto 10).

Note:

- In case of six SUH (Kharagpur, Bowbazar, Kalighat-I, Kalighat-II, Amar Ashray-I, Ashray Depopara) we have given extra two marks to each of them in night survey category, as their occupancy is more than 90%.
- In case of two SUH we have given full marks in ‘Livelihood opportunity creation’ category score as more than 90% inmates are employed in those SUH.
- In case the health camps are not organized by the SUH, but individual medical aid is provided to the inmates, then score has been assigned to the respective SUH.

