



A STUDY OF SHELTERS FOR THE URBAN HOMELESS (SUH) IN JAIPUR

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SAATH

Creating Inclusive Societies

The research and analysis for this report was carried out during the months of January to March 2020. However, due to the Covid Pandemic, the report could not be made available at that time. However, the authors hope that the information in the report is still relevant and can be used by relevant stakeholders.

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LIST OF ABBREVIATIONS

CSE:	Centre for Equity Studies
DAY-NULM:	Deendayal Antyodaya Yojana - National Urban Livelihoods Mission
JMC:	Jaipur Municipal Corporation
SUH:	Shelters for Urban Homeless

1 INTRODUCTION

Jaipur city has been growing rapidly. It is the economic centre of Rajasthan and has a burgeoning economy driven by factors such as tourism and commerce. Several factors have contributed to this growth, including natural growth, migration and expansion of the city. This rise and the resulting gap in availability of affordable housing has also resulted in the presence of several groups of homeless populations in the city. Many groups of homeless can be seen on roadsides, under flyovers and at public spaces.

The Government of India has 2 primary programs that focus on providing shelter and housing – PMAY (Urban) and the SUH (Shelter for Urban Homeless) component under DAY-NULM (Deendayal Antyodaya Yojana - National Urban Livelihoods Mission) which aims at providing permanent shelter equipped with essential services to the urban homeless.

The main objective of this scheme is to guide and transfer urban homeless, in the existing homeless shelters in order to live in a safe, affordable and reliable space without impeding their working cycle. The SUH is intended to be a broad scheme, and some of the highlights of the scheme are:

1. Publicly funded shelters to be provided for homeless populations, along with special shelters for families and groups with special needs. The guidelines mention that there should be facilities for 100 homeless persons per 1,00,000 population in every city.
2. Standards for services to be provided at these shelters are clearly mentioned, included space per resident, facilities to be provided such as cooking facilities and sanitation. SUH are intended to be a space where a homeless person can ensure that all their basic needs are met
3. Guidelines for operation and maintenance of the shelters, such as number of staff, caretakers, etc.
4. The scheme intends the SUH to be an access point for the homeless to various types of government entitlements – including identification cards, health schemes and permanent housing schemes in the long term.

1.1 THE STUDY

There are presently 14 permanent homeless shelters and almost 20 temporary homeless shelters (organised in winters) constructed under the SUH scheme. This report aims to evaluate the existing services and facilities available at various SUH in Jaipur, and compare the existing situation with the guidelines mentioned in the SUH guidelines. The main objectives of this report are as follows:

- 1) To understand the facilities and living conditions in the shelters
- 2) To understand the homeless persons' needs
- 3) To document the process of facilitating the transition from the roadside to shelters by providing them guidance and information about the Shelters for Urban Homeless

A questionnaire was prepared to collect details regarding the present quality & quantity of basic facilities and operation & maintenance of all the homeless shelters through primary surveys. During the survey, homeless persons living in the shelters were directly interviewed in order to understand their current issues and needs in the shelter. Field officers conducted surveys in September 2019 in morning and evening time and visited the location of 13 shelters but they were able to collect data only for 9 shelter due to following reasons:

- As per the information collected from the NULM Department of JMC the shelter above Kalptaru shopping centre near Shastri Nagar Thana circle was currently non-operational
- During the visit, Gandhi Ghar, Bhangad hospital and Old Vidhyadhar zone office shelters were locked
- The shelter near Jhalana Bypass was being used as a primary health centre for poor, managed by an NGO called CSE (Centre for Equity Studies)
- Field officers were unable to find any shelter near Govind Ji ka Mandir. After interviewing people residing in the nearby areas, it was reported that the shelter facility was shut down two years ago

After the survey in September 2019, the period from October 2019 to March 2020 (until start of the Covid-19 Pandemic) was used to discuss the issues of homelessness with various groups of homeless persons in Jaipur. The case studies documented from this work are also included in this study.

The analysis of the have been done based on the following parameters:

1. Types of Shelters and Their Users
2. Provided Facilities
 - a. Accomodation
 - b. Drinking Water & Sanitaton
 - c. Electricity
 - d. Fire Safety measures
 - e. First Aid Kits
 - f. Kitchen
 - g. Storage Space
 - h. Common Spaces
3. Operation and Maintenance
 - a. Operation of Shelters
 - b. Number of Full Time Staff
 - c. Maintenance of Records

While this study was completed in March 2020 and there has been a delay in it's publication and dissmeriation due to the Covid 19 pandemic, we have attempted to ensure that any major updates regarding service improvements at the SUH in the past year have been included in this report. We hope that this report will still be useful for the JMC and for other stakeholders in reviewing the status of the SUH and for improving the service and effectiveness of these shelters.

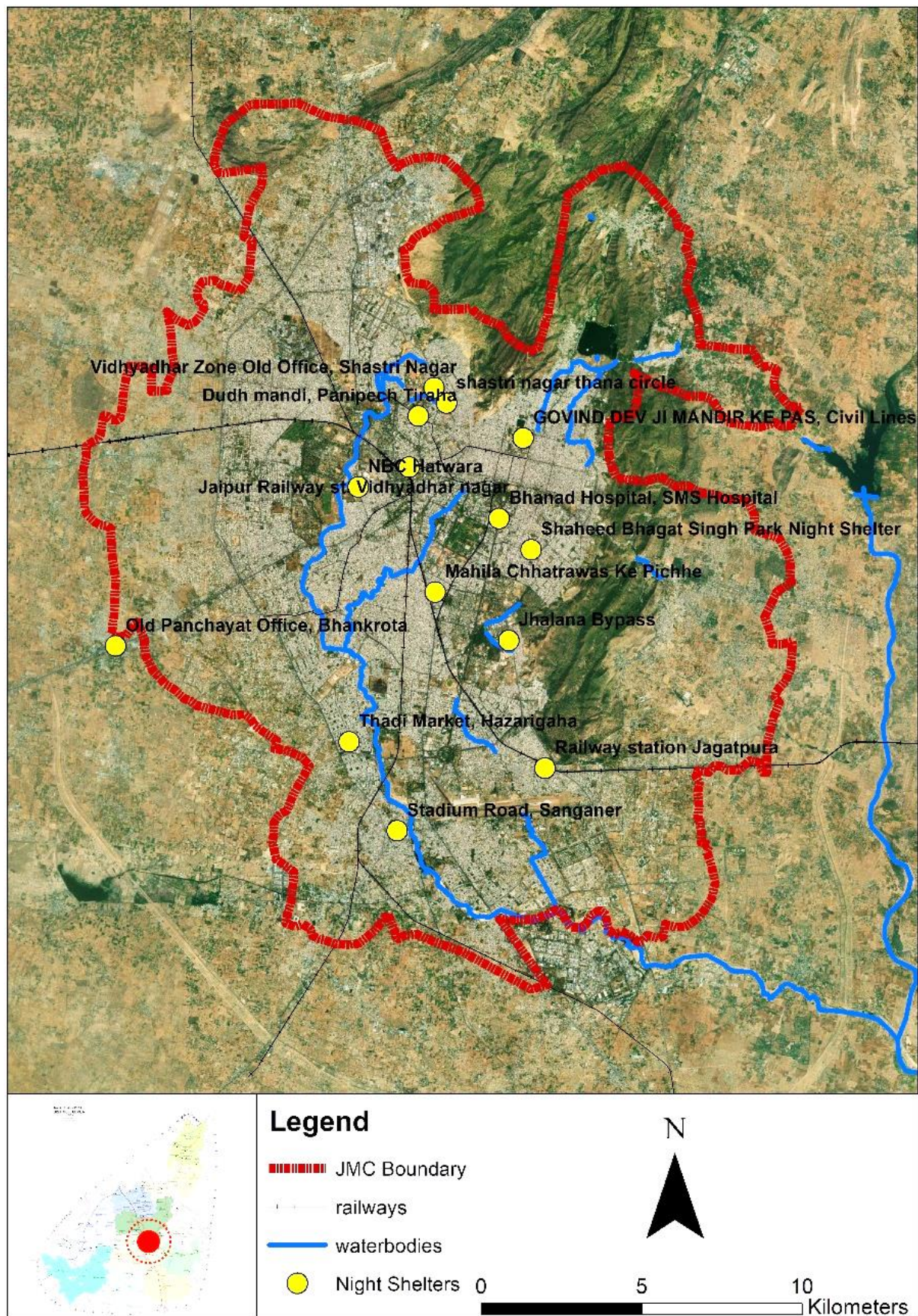


Figure 1: Map of the JMC Homeless shelters in Jaipur (Source: Atuthors)

2 FINDINGS FROM THE SURVEY OF THE SHELTERS

2.1 OPERATIONAL STATUS OF SHELTERS

At the beginning of the survey, the JMC reported that 14 shelters are present and active in Jaipur. However, during the survey, only 9 shelters were found to be operational throughout the day and used solely for stay purpose for the homeless. 1 shelter - Jhalana bypass shelter - was being used as primary health centre where patients can get free medical treatment and stay there until they get fully recovered. The list of the homeless shelters with their zone details and the current operational status is given below:

Table 1: List and Current Status of Homeless shelters (Source : Jaipur Municipal Corporation, Verified by Authors on Field)

Sr. No.	Homeless shelter Name	Zone	Status	Type of Occupants
1	Mahila Chhatrawas k Peeche	Civil Line	Operational	Open to All
2	Hatwara, NBC road	Civil Line	Operational	Open to All
3	Radha Govind Dev Ji	Hawa Mahal	Shut down 2 years ago	
4	Thadi market	Mansarovar	Operational	Open to All
5	Old Panchayat office, Bhankrota	Mansarovar	Operational	Open to All
6	Jhalana Bypass, Behind Public Toilet	Moti Doongri	Primary Health Centre (CSE)	Poor People Looking for Treatment
7	Gandhi Ghar, Bhangad Hospital	Moti Doongri	Locked	
8	Bhagat Singh Park	Moti Doongri	Operational	Open to All
9	Old Nagar Nigam Office, stadium road, Sanganer	Sanganer	Operational	Open to All
10	Jagatpura Railway Station	Sanganer	Operational	Open to All
11	Railway station (Vidhyadhar Zone)	Vidhyadhar	Operational	Open to All
12	Dudh Mandi Panipech	Vidhyadhar	Operational	Open to All
13	Old Vidhyadhar Zone Office	Vidhyadhar	Locked	
14	Kalptaru Shopping Centre	Vidhyadhar	Not Operational	

It is clear from the given list that all the shelters are open to everyone citizen irrespective of their gender, caste and age except Jhalan bypass shelter because CSE (the operating agency) allowed only poor people who were looking for medical treatment to stay there. It was not clear whether this had been designated as a special shelter by JMC. No report of any other special purpose shelters was made.

2.2 CAPACITY AND OCCUPANCY

It is visible that most of the users of shelters are single males. It was reported during the survey that there were 3 – 4 families staying in Doodh Mandi shelter who usually reside there for 3 -4 months then go back to their village and again come back when they start getting work.

Table 2: Details of Homeless persons (Source : Authors)

Sr.No.	Shelter Name	Capacity	Females	Males	Children	Total Occupants
1	Aanchal- Anchal Ashrya Sthal	50	0	10	0	10
2	Doodh Mandi	60	10	10	10	30
3	Hatwara	60	1	9	0	10
4	Jagatpura Railway St.	200	1	19	0	20
5	Jaipur Railway St.	200	1	15	0	16
6	LMB hotel ke Samne	200	2	18	0	20
7	Mahila Chhatrawas k Peeche	200	0	25	0	25
8	Old Panchayat Office	80	1	9	0	10
9	Thadi market	70	0	25	0	25
Total		1,120	16	140	10	166

At the time of the survey, the average occupancy rate was ~ 19 persons per night. During discussions with the shelter managers, the following reasons emerged for the low occupancy at this time:

1. Unsatisfactory facilities and anti-social activities which make shelters unfit to stay for the homeless, mainly females and children
2. Caretakers reported that the occupancy during winters was much higher, and JMC also needs to erect temporary shelters during the winter months.

It was found that during the survey that the shelters are offering a mattress and a blanket with an approximate area of 18 square feet per person. This does not meet the standards for 50 sq ft of space to be provided per person.



Figure 2: Accommodation Facilities in the near Jaipur Railway Station. (Source : Authors)

2.3 WATER SUPPLY



Figure 3: Drinking Water cans and Matkas in NBC Hatwar shelter. (Source : Authors)

Two shelters still were dependent on water tankers while four used public taps due to improper water supply. Also, the duration of the water supply of individual taps was only 1- 2 hours. During the interviews with caretakers and guards, the supply of water was one of the major problems faced by them because it also obstructs their other activities like cleaning toilets and bedsheets, etc.

Table 3: Sources of Drinking Water in Homeless shelters. (Source : Authors)

Sr.No.	Shelter Name	Source of Drinking Water	No. of Taps/ Borewells/ Hand pumps/ Tube wells	Duration of Water Supply (hrs)
1	Aanchal- Anchal Ashrya Sthal	Tube wells /Borewells/ Hand pumps	1	24
2	Doodh Mandi	Water Tanker	-	-
3	Hatwara	Public Taps	1	1 - 2
4	Jagatpura Railway St.	Individual Tap	2	1 - 2
5	Jaipur Railway St.	Public Taps	1	24
6	LMB hotel ke Samne	Water Tanker	-	-
7	Mahila Chhatrawas k Peeche	Individual Tap	2	1 - 2
8	Old Panchayat Office	Public Taps	2	1 - 2
9	Thadi market	Public Taps	1	24

2.4 TOILETS AND BATHROOMS

The guidelines for the SUH scheme clearly state that:

“Following facilities/amenities may be provided at the shelters for dignified living b) Water arrangements (Potable drinking water and other needs) and sanitation. c) Adequate bathing & toilet facilities.”

The guidelines do not provide specific details about number of toilets per shelter. Therefore, these decisions are left open to the local municipal corporations. In the case of Jaipur, it can be seen that the number of toilets provided varies greatly across the different shelters. For certain shelters, such as Thadi Market, the provision is much better than the shelter at Jagatpura Railway Station – where there are only 2 common toilets for a maximum of 200 occupants.

It should also be noted that in 4 out of 9 shelters, there were no separate facilities for males and females – which is a major deterrent towards females coming to the SUH. None of these shelters are clearly designated as being for males only – therefore this issue must be urgently addressed. While the cleanliness level of most shelters was found to be adequate, 2 shelters had unclean facilities.

Table 4: Toilet Facility Details of the Homeless shelters. (Source : Authors)

Sr.No.	Shelter Name	Male WC	Female WC	Common WC	Total WC	Max Capacity	Ratio of Toilets to Capacity	Condition of Toilets
1	Aanchal- Anchal Ashrya Sthal			1	1	50	50	Clean
2	Doodh Mandi	1	1		2	60	30	Clean
3	Hatwara	2	2		4	60	15	Clean
4	Jagatpura Railway St.			2	2	200	100	Unclean
5	Jaipur Railway St.			4	4	200	50	Clean
6	LMB hotel ke Samne	3	2		5	200	40	Unclean
7	Mahila Chhatrawas k Peeche			4	4	200	50	Clean
8	Old Panchayat Office	1	1		2	80	40	Clean
9	Thadi market	3	3		6	70	11.2	Clean

Only three homeless shelters have common bathrooms while others have separate bathrooms for males and females. Bathrooms at Jagatpura railway st. and Thadi market shelters were found to be very unclean which may be the results of improper water facilities. As with the toilets, ratio of maximum occupancy to the number of toilets varied greatly, and in a few cases, there was only 1 bathroom per 100 occupants. The adequate provision of infrastructure at the shelters needs to be looked at in much more detail.

Table 5 - Numbers and Conditions of Bathrooms (Source : Authors)

Sr. No.	Shelter Name	Bath for Male	Bath for Female	Comm on Bath	Total Baths	Max Capacity	Ratio of Baths to Capacity	Condition of Baths
1	Aanchal- Anchal Ashrya Sthal	1	1		2	50	25	Clean
2	Doodh Mandi	1	1		2	60	30	Clean
3	Hatwara	2	2		4	60	15	Clean
4	Jagatpura Railway St.			2	2	200	100	Unclean
5	Jaipur Railway St.			2	2	200	100	Clean
6	LMB hotel ke Samne	4	4		8	200	25	Clean
7	Mahila Chhatrawas k Peeche			4	4	200	50	Clean
8	Old Panchayat Office	1	1		2	80	40	Clean
9	Thadi market	2	2		4	70	17.5	Unclean



Figure 4 Present Conditions of a Toilet, Bathroom and Urinals at a SUH in Jaipur (Source : Author)

As can be seen in the above photographs, the quality of the sanitation services are average. Urinals have been placed in the open, beside the staircase. This also indicates that the proper planning behind the SUH has not been done.

2.5 OTHER FACILITIES

Lighting condition of homeless shelter near LMB hotel was bad while others were in fine condition. Also, every one of them has first aid and fire safety facilities. Doodh mandi and Mahila Chhatrawas shelter didn't have any provision of pest and vector control while Hatwara shelter was the only one which has a common kitchen for the users. Many of them still didn't have personal lockers for the users. Thadi market and Aanchal Ashrya sthal have a common recreational place. Aanchal Ashrya sthal was built adjacent and connected to Bhagat Singh park.

Table 6: Other Facilities Details in the Homeless shelters. (Source : Authors)

Sr. No.	Shelter Name	Lighting Condition	Fire Safety measures	First Aid Kit	Pest and vector control	Common Kitchen	Personal Locker	Common Recreation al Space
1	Aanchal- Aanchal Ashrya Sthal	Adequate	Yes	Yes	Yes	No	No	Yes
2	Doodh Mandi	Adequate	Yes	Yes	No	No	No	No
3	Hatwara	Adequate	Yes	Yes	Yes	Yes	No	No
4	Jagatpura Railway St.	Adequate	Yes	Yes	Yes	No	Yes	No
5	Jaipur Railway St.	Adequate	Yes	Yes	Yes	No	Yes	No
6	LMB hotel ke Samne	Inadequate	Yes	Yes	Yes	No	No	No
7	Mahila Chhatrawas k Peeche	Adequate	Yes	Yes	No	No	Yes	No
8	Old Panchayat Office	Adequate	Yes	Yes	Yes	No	Yes	No
9	Thadi market	Adequate	Yes	Yes	No	No	Yes	Yes

As per the managers, most of the visitors are the temporary migrants who visit Jaipur for 2 -3 days and in some cases, it is used by the sanitation workers of JMC as well. All the shelter provides the accommodation facility free of cost but the visitor must have a Government Identity Proof (like Adhar card, PAN card and Driving License, etc.) to stay. During the surveys, it was reported by the field officers that three homeless shelters are using rooms for other purposes which are mentioned below:

- 1) Vidhyut Vibhag was using one room to store their electricity material like wires and street lights in the homeless shelter located in front of LMB hotel
- 2) Cleaning equipments were stored in Thadi market homeless shelter by JMC. Also, the portion reserved for female homeless persons was now used as an aganwadi
- 3) In Jagatpura homeless shelter, homeless persons mainly used one room to sleep because the other one was used by drunkards for anti-social activities

Type of Persons:

1. Construction workers, both skilled and unskilled
2. Beggars – no beggars

2.6 OPERATION AND MAINTENANCE

All homeless shelters have caretakers and full-time manager but still, 3 of them have less than 3 caregivers (less than the standard as per Ministry of Housing and Urban Affairs, 2018) but their shift timings are 10 hours or more. They maintain and clean mattresses and sheets mostly 1 to 2 times a week.

Table 7: Operation and Maintenance Details in Homeless shelters. (Source : Authors)

Sr.No.	Shelter Name	Maintained By	Full-Time Manager	Caretakers	Shift Timings (hrs)	No. of Staff
1	Aanchal- Anchal Ashrya Sthal	JMC	Yes	Yes	8 - 10	3
2	Doodh Mandi	JMC	Yes	Yes	24	1
3	Hatwara	JMC	Yes	Yes	10 +	4
4	Jagatpura Railway St.	JMC	Yes	Yes	24	1
5	Jaipur Railway St.	JMC	Yes	Yes	10 +	2
6	LMB hotel ke Samne	JMC	Yes	Yes	8 - 10	3
7	Mahila Chhatrawas k Peeche	JMC	Yes	Yes	6 - 8	3
8	Old Panchayat Office	JMC	Yes	Yes	8 - 10	3
9	Thadi market	JMC	Yes	Yes	7 - 8	3
10	Gandhi Ghar	JMC	NA	NA	NA	NA
11	Jhalana Bypass	Not SUH	NA	NA	NA	NA
12	Kalptaru Shopping Centre	JMC	NA	NA	NA	NA
13	Old Vidhyadhar Zone Office	JMC	NA	NA	NA	NA
14	Radha Govind Dev Ji	Not SUH	NA	NA	NA	NA

Table 8: Cleaning of Bedsheets, Mattresses and Blankets. (Source : Authors)

Sr.No.	Shelter Name	Cleaning of Bedsheets, mattresses and blankets
1	Aanchal- Anchal Ashrya Sthal	One or Two Times in a Year
2	Doodh Mandi	One or Two Times in a Month
3	Hatwara	One or Two Times in a Month
4	Jagatpura Railway St.	One or Two Times in a Month
5	Jaipur Railway St.	Daily
6	LMB hotel ke Samne	One or Two Times in a Year
7	Mahila Chhatrawas k Peeche	One or Two Times in a Month
8	Old Panchayat Office	Daily
9	Thadi market	One or Two Times in a Year

The cleanliness and hygienic condition of mattresses, blankets and bedsheets were not good in some shelters. Most of them were washed only once or twice in a month or year. During the interviews with urban homeless, many reported that the mattress and blankets were unfit to use which was one of the reasons they don't like to stay in shelters.

The conditions of the sleeping spaces, mattresses, storage spaces and common spaces of the shelters etc can be seen in the photographs below.



Figure 5 : Sleeping Conditions at an SUH in Jaipur (Source:Authors)



Figure 6 : Common Spaces and Storage Facilities at an SUH in Jaipur (Source : Authors)

2.7 COLLECTION OF RECORDS

The following records are maintained by the staff at the SUH :

1. Attendance Register
 - a. Every homeless shelter has attendance records of their staff member. Although, in the absence of a full-time manager in many shelters its veracity and reliability is ambiguous.
2. Maintenance Register
 - a. Doodh mandi, Thadi market and Mahila Chhatrawas homeless shelters were not maintaining their maintenance register while other shelters keep records.
3. Suggestion and Complaint Register
 - a. Doodh mandi, Thadi market and Mahila Chhatrawas homeless shelters were not maintaining their suggestion and complaint register.

Table 9: Record Collection Details in Homeless shelters. (Source : Authors)

Sr.No.	Shelter Name	Attendance Register	Housekeeping and Maintenance Register	Complaint and Suggestion Register
1	Aanchal- Anchal Ashrya Sthal	Yes	Yes	Yes
2	Doodh Mandi	Yes	No	No
3	Hatwara	Yes	Yes	Yes
4	Jagatpura Railway St.	Yes	Yes	Yes
5	Jaipur Railway St.	Yes	Yes	Yes
6	LMB hotel ke Samne	Yes	Yes	Yes
7	Mahila Chhatrawas k Peeche	Yes	No	No
8	Old Panchayat Office	Yes	Yes	Yes
9	Thadi market	Yes	No	No

क्र.सं.	नाम, पिता का नाम	मोबाइल नं०	पिनकोड	आगंतुकी तिथि	आधार/आइडी	स्वामी पता	आवृत्ति
1.	रामहरि डा० कलांड	9672676504	301409	5:40 PM	409245975183	अलवर, रीवा	6:00 AM
2.	सुखेश डा० सुकेश	9672676504	128023	6:00 PM	251890054735	महेंद्रगढ़ (हरियाणा)	6:00 AM
3.	विजय डा० सुकेश	9672676504	301409	6:10 PM	409265023251	चांदपुर (झारखंड)	6:00 AM
4.	राजू डा० रामप्रसाद	9672676504	301409	7:20 PM	93089059864	बागलपुर (बिहार)	6:00 AM
5.	लीलावत डा० रामप्रसाद	9672676504	301409	7:30 PM	662824439748	रौंदा (झारखंड)	6:00 AM
6.	अशोक डा० सुकेश	9672676504	301409	8:00 PM	35999059407	अलवर (राजस्थान)	6:00 AM

Figure 7 : A sample of Occupants' records at an SUH in Jaipur (Source : Authors) (Source : Authors)

3 ANALYSIS

3.1 CAPACITY OF THE SHELTERS AT CITY LEVEL

As per Census 2011, the population of Jaipur is 3,046,163 (approx. 31 Lakhs) and as per NULM guidelines under the scheme of “Shelters for Urban Homeless”, for every 1 lakh urban population, provisions should be made for permanent community shelters for a minimum of one hundred persons. This means that currently, JMC must provide homeless shelter for 3100 persons but the existing permanent shelters can provide space approximately for 1085 persons. This is only 1/3rd of the demand as per the SUH guidelines and 1/10th of the demand as per census 2011, which has listed 8930 homeless persons.

Table 10: Demand & Supply Assessment for homeless persons in Homeless shelters. (Source : Authors)

As per NULM Guidelines	No. of Homeless Persons Space in Shelters		
	Demand (as per Census 2011)	Demand (as per SUH Guidelines)	Supply
	8930	3100	1085

3.2 LABOUR CHOWK ACCESSIBILITY

The proximity to the place of work is an important factor for houseless to determine where they stay. Since many of the homeless are casual construction workers, labour chowks are an important place for finding employment for them. Therefore, the data from the survey was combined with additional data from a survey of labour chowks conducted in Jaipur around the same time.

Most of the workers at labour chowks come from within 1-2 km of the labour chowk, as per the study. Therefore, we tried to compare how many SUH lie within 1-2 km of labour chowks and the findings from the comparison are as follows:

1. The map shows that only 5 homeless shelters are in 1 km range of the labour chowks that are Thadi market, Jagatpura railway station, stadium road, Mahila Chhatrawas and Sahid Bhagat Singh park.
2. As per the data collected from labour chowks, labourers on 10 chowks reported that they sleep in open areas. Out of these 10 chowks, 4 of them have shelters nearby, i.e. Malpura Sanganer, Jagatputa Kachchi basti, Bharaf khana and Tonk Phatak. This raises the question that why even after having free shelter facility within a range of 1 km from a labour chowk, labourers were not using them and prefer to sleep in open?

To understand the issues more clearly, homeless persons were interviewed on various locations like Gandhi Nagar railway station, Jagatpur Puliya and Duragpura puliya, etc. and asked about the reasons for not using homeless shelters. The main reasons they gave were as follows:

1. Unawareness about the existing facilities and their locations
2. Many labourers were not allowed to stay there because of their drinking and smoking habits
3. Inadequate facilities make shelter unfit for long stays
4. Anti-social activities like drinking and gambling in the shelters make them unsafe for women
5. Homeless have more space and freedom in open areas
6. Many labourers get employment at night for loading-unloading at the places where they sleep

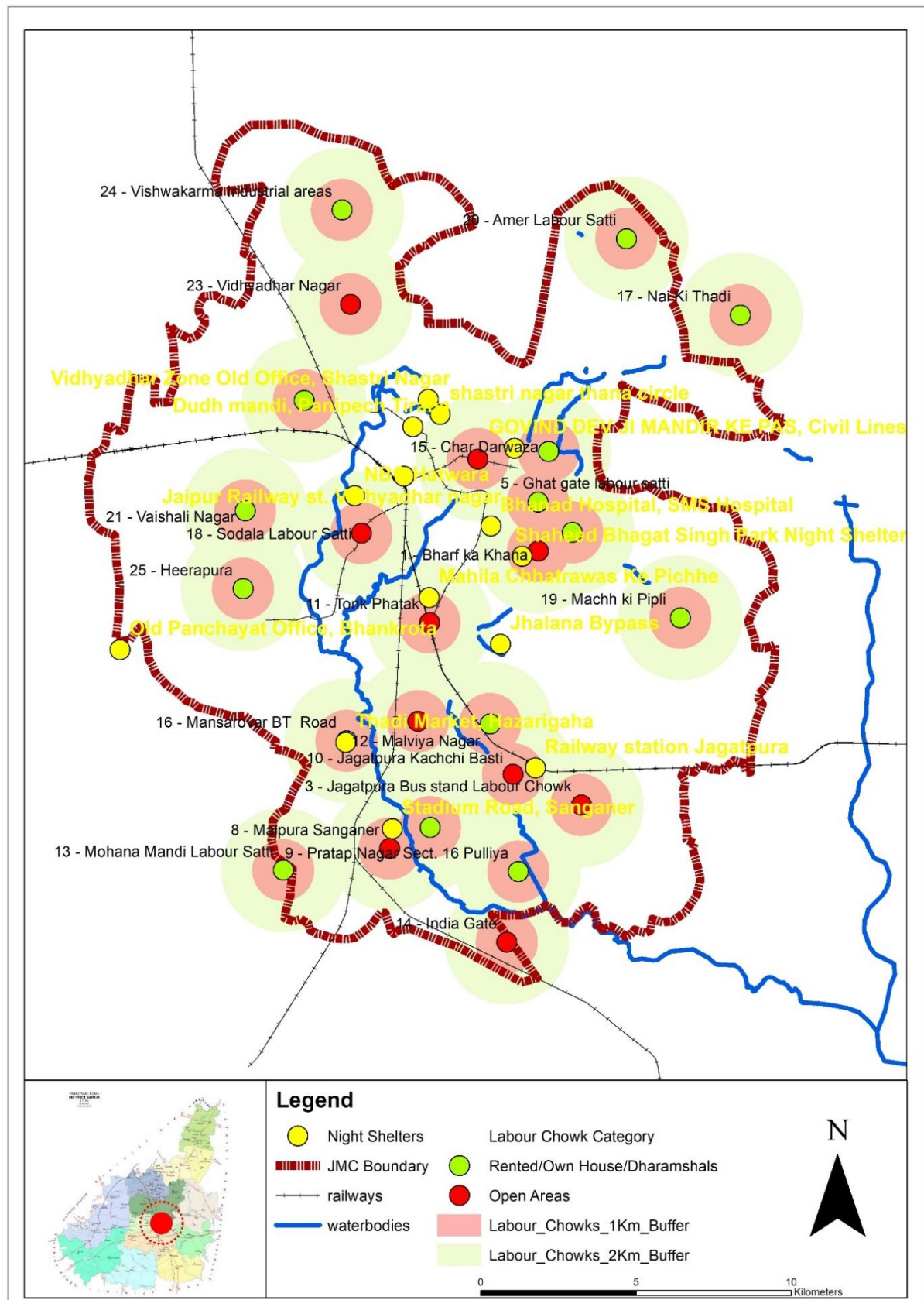


Figure 8: Mapping of Labour Chowks and Homeless shelters in Jaipur. (Source : Authors)

3.3 POTENTIAL LOCATIONS FOR NEW OR TEMPORARY SHELTERS

shelters with easy access to chowks have huge potential to be used for homeless labourers and other informal workers if the current issues are resolved.

Code	Name of Labour Chowk	Maximum Number of people at the Chowk	Homeless shelter in 1 km	Homeless people visit the chowk?
1	Bharf ka karkhana	500	Yes	Yes
2	Jagatpura Bus stand no. 7	400		Yes
3	Chandpole	400		Yes
4	Durgapura	200		Yes
5	Malpura Sanganer	300	Yes	Yes
6	Jagatpura Kacchi Basti	300	Yes	Yes
7	Tonk Phatak	300	Yes	Yes
8	Mohana Mandi	300		Yes
9	Mansarovar BT Road	400	Yes	
10	Nai ki Thadi	150		Yes
11	Jhotwara kata phanka	200		Yes

Table 11: Comparing Footfall at Labour chowks and proximity to Shelters (Source : Authors)

It is clear from the table that there are 5 chowks where homeless persons work and the maximum labourers are 200 to 400. Even with such high numbers, there is no provision for shelter within a range of 1 km which can be one of the main reasons for homeless to sleep in open and make them potential areas to build temporary shelters.

Although labourers from Chandpole, Jagatpura bus stand no. 7 and Durgapura chowks can be shift to nearby chowks who have easy access to homeless shelters like Bharaf khana and Jagatpura kachchi basti, Malpura Sanganer and Mansarovar BT road chowks but chowks like Nai ki thadi, Mohana Mnadi and Jotwara kata pankha lies very far from the main city and existing shelters. So, these areas require new shelters to serve the homeless.

While this analysis is not conclusive, it indicates that the strategic placement of new SUH that can meet the capacity needs should take into account locations where migrant workers commonly find employment.

3.4 EFFORTS BY SAATH HOUSING RESOURCE CENTER TEAM TO IMPROVE CONDITIONS AT THE SHELTERS AND LEARNINGS FROM THE PROCESS

Many efforts were made by the Saath team to improve use and conditions at various SUH. Some of the highlights of the work are given below:

1. Shifted 18 labourers from India gate and Jagatpura bus stand no. 7 labour chowks to Old Nagar Nigam, stadium road and Jagatpura homeless shelters which includes 4 females and 2 families in the month of October 2019.

Figure 9: Transferred Homeless labourers in Jagatpura Homeless shelter. (Source : Authors)



2. Improvement in the condition of cleanliness and electricity of stadium road and Jagatpura homeless shelters after addressing the issue to Deputy Commissioners of Health and Electricity departments, respectively. The images below show the new electric meter and regular cleaning started at Jagatpura.



Figure 10: Improvements at shelters by JMC after request from Saath HRC teams (Source : Authors)

Through this process, we learned that families are reluctant to move to the shelters due to anti-social activities liking alcohol drinking and theft in the shelters. Furthermore, there is no standard process set up by JMC for monitoring the SUH and ensuring the appropriate quality of services at the shelter. JMC was prompt in responding to requests for improvement, but often the residents did not know how to get their views and needs known.

5 CONCLUSION

It is very clear from the analysed data that the homeless shelters have great potential to be a substitute for open sleeping areas used by the urban homeless for providing temporary, free and safe space.

In term of infrastructure, there is a need to improve the drinking water, sanitation and accommodation facilities because their inadequate provisions is a big factor to homeless for not staying in shelters. Since the city is growing and extending its boundaries, there is a huge for JMC to build new shelters in relation to labour chowk, to cater the demand in the sub-urban areas. It is also required to monitor the maintenance and condition of the shelters regularly.

The transfer of labourers to shelter shows that homeless shelters can create a huge impact to provide shelters to those who even can not afford to pay small rents. Over time, these labourers can save money and shift to rented houses.

The city governance, as a whole, needs to review the implementation of the SUH scheme. The city can explore many models for implementing the scheme, such as practices in other cities like Ahmedabad and Delhi, where the performance of the scheme is better. The spatial spread of the shelters, their design and accessibility can be a improved and along with improvements in services, this can make the shelters much more appealing to homeless persons to stay.

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