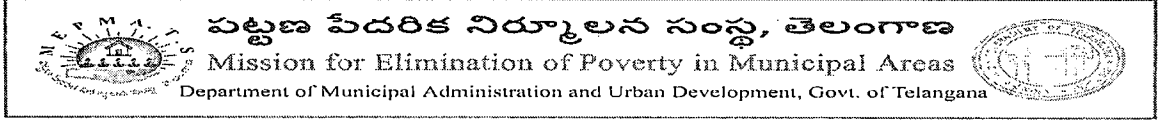


File No.MEPMA-SUH/SUR/1/2017-SMC-SUH-MEPMA



From
Dr. T.K. Sreedevi, IAS
Mission Director
MEPMA, Telangana State.

To
The Commissioner, GHMC
The Chief Executive Officer, Secunderabad Cantonment Board,
All the Project Directors / Municipal Commissioner &
Project Directors, MEPMA.
The Municipal Commissioners of all the ULBs in Telangana.

Lr. No. MEPMA-SUH/SUR/1/2017-SMC-SUH-MEPMA

Date: .01.2018.

Sub: - MEPMA – DAY-NULM – SUH - Telangana – Conducting of GIS Based survey of Homeless in all Urban Local Bodies – MoA entered with VMax e-Solutions (India) Pvt. Ltd for conduct of Survey of Homeless – Guidelines – Communicated - Regarding.

Ref: - 1. M-13/23/2017-UPA-I Section –MHUPA (EFS-9026963), Dated: 15.11.2017 of the Deputy Secretary to Govt. of India
2. Memo No. 8028/UBS/2015, Dated: 08.12.2017 of the Secretary to the Govt, MA&UD Department, Govt. of Telangana.
3. Press note for RFP Dated: 08.08.2017
4. MoA with VMax e-Solutions (India) Pvt. Ltd Dated: 15.12.2017 & 19.01.2018.

I invite your attention to the reference 1st cited, wherein, the Deputy Secretary to Government, MoHUPA, Government of India has informed that the Hon'ble Supreme Court vide its order dated: 8.11.2017 passed during the hearing of the W.P. (C) 55 of 2003 with W.P. (C) 572 of 2003 has observed that there was a huge mis-match of figures regarding the number of Urban Homeless between the final report submitted by the committee on shelters, constituted as per the directions of Hon'ble Supreme court and the figures quoted by some states in their affidavits filed before Hon'ble Supreme Court. In view of the above, he has requested that a 3rd party systematic survey for identification of urban homeless at ULB level may be carried out on urgent basis and the same may be completed by 31st March 2018 positively, so that actual number of identification of Urban Homeless figures in the state could be validated. A report on the outcome of the 3rd Party survey of urban homeless may be furnished.

Vide reference 2nd cited, the Secretary to the Government, MA&UD Department, Govt. of Telangana has also instructed to conduct the 3rd party systematic survey for identification of Urban Homeless at ULB level and complete before 31st March 2018.

Vide reference 3rd cited, a Press note was already issued Requesting for Proposals from Agencies / Firms / Societies for conduct of GIS Based Survey of Homeless in all ULBs of Telangana State as per the advice of the Hon'ble Superme Committee during their visit to Telangana State in the Month of June 2017.

File No.MEPMA-SUH/SUR/1/2017-SMC-SUH-MEPMA

Vide reference 4th cited, V Max e-Solutions (India) Pvt. Ltd was selected and has entered Memorandum of Agreement with MEPMA for conduct of GIS based Survey of Homeless in all 74 Urban Local Bodies in Telangana State including Greater Hyderabad Municipal Corporation and Secunderabad Cantonment Board.

In view of the above, the Commissioner, GHMC, the CEO, SCB and Municipal Commissioners of 72 ULBs of Telangana state are requested to follow the instructions scrupulously and complete the GIS based survey of homeless with V Max e-Solutions (India) Pvt. Ltd (Mr. Madhu – 9700081818 & Mr. M. Vishal - 9700087878) before 5th March 2018 and also submit the survey completion certificate along with check list (enclosed) as and when survey is completed, so as to enable this office to update the progress to higher authorities.

All the Project Director, MEPMA / Municipal Commissioner & Project Director, MEPMA are also directed to coordinate the survey of homeless in all the ULBs in your jurisdiction as per the above guidelines within in the time frame. (For further clarifications, please contact Dr. M. Krishna Chaitanya, SMC-SUH, MEPMA - 9701385136)

Encls: 1. Annexure – I (Survey guidelines)
2. Survey completion Certificate
3. Check list

Yours faithfully

For **Mission Director**
MEPMA

Signature valid

Digitally signed by L
VANDANA KUMAR
Date: 2018.01.19 20:41:37 IST
Reason: Approved



Annexure - I

Guidelines for conducting GIS based Survey of Homeless

The GIS based survey of homeless has to be conducted by empanelled Survey Agency in following three phases.

a. **Planning phase**

- Each Urban Local Body has to be divided into smaller ward level clusters, in line within the administrative set-up of the ULB.
- Survey teams have to be deployed depending on size and population of the ward clusters by the Survey Agency.
- Each survey team shall comprise of around four persons for the field survey.
- These persons shall include women from Town Level Federations, Slum Level Federations, Self Help Groups, RPs, NGO representatives, homeless youth volunteers, students and youth volunteers (such as from the National Service Scheme-NSS, and Nehru Yuva Kendra-NYK) etc preferably having experience in doing survey earlier.
- In addition, a team of two Data Entry Operators and an Analysis Specialist should be attached to each team, totalling up to seven persons per survey team.
- Additional student volunteers can be added to each team to assist and learn from the process.
- **The Municipal Commissioner should allot one employee of Municipality / MEPMA to each survey team as supervisor for supervising during the Survey.**
- Mobile application software has been developed for conduct of GIS based survey by Survey Agency.
- Standard questionnaire format has been developed by MEPMA for entire state and agency would follow same for collection of information through Mobile App.
- Real time web based dashboard will be provided to view real time progress of survey and geospatial information of the each application on the Map by survey agency.

A Plan for survey of homeless population in each ULB will be prepared by survey agency in consultation with the Municipal Commissioner of the concerned ULB, which includes the following details:

1. **Identification of ward wise areas with concentration of homeless based on earlier surveys or any other source of information with the involvement of Sanitary Inspectors, Bill Collectors, Community Organizers, Police, Slum Level Federations, Town Level Federations, RPs, NGOs etc. The probable locations of homeless include Pavements / Foot path, Abandoned Buildings, Bus stations, Railway Station, Under Bridge, Vacant Land, Temple, Church, Mosque, Near Marriage Halls, In front of**

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shops, Hollow water pipe, Near Garbage Bins, Near Hospitals, Inside hospital premises, Parks, Junctions, Central Median / Divider etc.

2. Ensure availability of required number of Tablets / I pads / Smart Phones (@ 2 tablets / I pads / Smart Phones per team) and other accessories before conducting the survey
3. Timelines to be fixed within which survey would be completed
4. **The Municipal Commissioner to take assistance from the Local Authorities during the survey i.e. Police, Women & Child Welfare, Medical & Health, Education, Revenue, Legal Services etc and NGOs for smooth conduct of survey and rehabilitation of Homeless identified.**
5. **Municipal Commissioners concerned should ensure availability of one police personal with each survey team by convergence with police department so as to avoid any unwanted situations during the survey.**
6. Training to survey teams should be conducted by survey agency on the following prior to survey
 - a) Purpose of the survey;
 - b) The profiles and problems of the homeless;
 - c) Participatory research methods;
 - d) Data entry of homeless persons through Mobile application using tablets;
 - e) Expected outcomes;
 - f) Ethical responsibilities;
7. Municipal Commissioner of concerned ULB should provide accommodation for training purpose.
8. Orientation material should be provided to survey team by Survey Agency.

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9. The training should include the surveyors, data entry operators, analysis team, staff of MEPMA, concerned ULB staff and Office Bearers of Town Level Federation, plus volunteers, if any.

b. **Field Survey: Mapping and Need assessment**

- The field survey in each ULB should commence only after the trained survey teams are in place and to complete the survey within 10 days.
- The field survey should begin **from 8.00 PM to atleast till 2.00 AM**, because homeless people can usually be identified and contacted at this time.
- All the ward wise homeless locations identified have to be surveyed atleast for two times (Preliminary survey & Comprehensive survey).
- In addition, to cover homeless persons who work during the night, surveys should also be planned for a couple of days during the daytime, **i.e. 10.00 AM to 4.00 PM**.

The steps to be followed during the survey

1. Identifying the areas with concentration of homeless population in consultation with concerned Municipal Commissioner of ULB,
2. Profiling the homeless population in these areas in terms of gender, age, education, occupation, marital status, number of children, history of illness etc. Persons with disabilities should be categorized separately.
3. To avoid duplication in survey, mark with a marker pen on left hand little finger of the person or if little finger is not available mark on left hand ring finger or if left hand is not available then mark on right hand.
4. Identify the aspirations of the homeless for a shelter and also the deterrents preventing the homeless from using the existing shelters, if any.
5. Broadly identify the possible buildings and locations where new shelters can be built and duly display on the map by geo tagging them.

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Need assessment of the homeless persons should be conducted by Focus Group Discussion (FGD) method so as to elicit the best possible responses from them and to record the opinion of the homeless during FGD.

In FGD, questions should be asked based on an indicative list / format focusing on the following core areas;

1. What is roughly the total population of the homeless cluster including women and children?
2. What is the predominant age and gender profile of the homeless population in the cluster?
3. What are the predominant occupations undertaken by this homeless cluster?
4. Do they have any special needs and challenges, such as disability, leprosy, TB, high drug use etc?
5. Have the majority of homeless residents been at this location for more than one year, or less?
6. Do they have access to any shelter? If so, the experience of using such shelters by the homeless
7. If the government sets up a shelter for them, would they welcome it; oppose it; or be indifferent? Ask for reasons.
8. If they were to have a shelter, what would they seek from it in terms of location; facilities; and management?
9. Are there any resources available in the vicinity where these shelters could be built? The resource could be in the form of land or building.

The information will be recorded and collated by each team. To ensure faster survey results, data entry should be done in parallel with the survey along with photograph and Geo tagging of each homeless person by Survey Agency.

The following deliverables are expected out of this process at this stage:

1. Map should indicate the locations of all the scattered as well as clusters of homeless people.
2. Collated survey results
3. Determination of shelter locations, types, number of shelters required in an area, plus available resources in terms of land and building.
4. Finalized resource mapping questionnaire for the next stage of resource mapping.

c. ***Resource Mapping***

The next step is to conduct a resource mapping exercise.

The resources that this phase of the survey seeks to identify in consultation with the Municipal Commissioner of concerned ULB are

- a) List of existing shelters;
- b) Unutilized or underutilized government buildings that can be possibly redeployed as shelters after suitable refurbishing; and
- c) Vacant lands that are suitable potential sites for new shelter buildings.

At the end of this process, the following deliverables are expected by :

1. Field resource mapping survey of all the identified potential buildings and shelter locations
2. Determination of the feasibility of the identified buildings and locations for building/ upgrading shelters, along with government agencies
3. Collating results and submitting to concerned urban bodies at the city level
4. Discussions on recommendations to be put forth in the report

d. ***Reporting and Sharing***

Once the results of locations are established, the next step is development and finalization of a comprehensive city plan for homeless shelters. This should include sites for homeless shelters and services, types of shelters, converging on homeless concentration areas and aspirations with available resources, buildings and land. This should be done in a participatory manner, with the involvement of Municipal Commissioners, TLFs, SLFs, homeless communities and collectives, schools of social work and architecture, NGOs, NSS and college students etc.

At the end of this stage, the following deliverables are expected from V Max e-Solutions (India) Pvt. Ltd:

1. Analysis and inferences including homeless concentration areas, profiles, needs and aspirations of homeless populations in each concentration area
2. Preparation of Report with the following minimum arenas:
 - a. Location of shelters with geospatial information
 - b. Types of shelters (working single men; single women and their dependents; special needs shelters such as for drug users, those recovering from grave illnesses, the aged, disabled and infirm)
 - c. Capacity of each shelter
 - d. Facilities and Services to be provided at the shelters

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- e. Resource mapping of needs against existing resources
- f. Submission of the data set for the project.
- g. Analysis report on clustered homeless requirements and suggestions for establishment of Shelters based on the need in area/zone & Municipality

Signature valid

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VANDANA KUMAR
Date: 2018.01.19 20:42:55 IST
Reason: Approved



GIS BASED SURVEY OF URBAN HOMELESS

Survey Completion Certificate

Date: _____

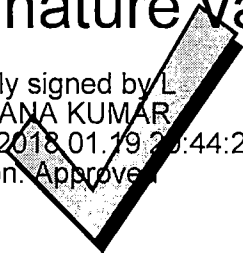
This is to certify that the GIS based survey of Urban Homeless has been conducted by V
Max E-Solutions Pvt. Ltd. from _____ to _____ covering all
the homeless concentration areas in _____ Municipality as per the
guidelines and found satisfactory.

Municipal Commissioner,

_____ Municipality

Signature valid

Digitally signed by L
VANDANA KUMAR
Date: 2018.01.19 20:44:24 IST
Reason: Approved



GIS BASED SURVEY OF URBAN HOMELESS
Check List

Sl. No.	Subject	:	Description
1.	Identified all the areas of homeless concentration ward wise in ULB in consultation with COs, RPs, SLFs, TLFs, Sanitation staff, Police, NGOs etc.	:	Yes / No
2.	Whether training was given to survey teams before survey	:	Yes / No
3.	No. of survey teams placed for survey	:	No.
4.	Survey conducted Dates	:	
5.	Whether survey of homeless conducted in all areas of homeless concentration in the ULB by survey agency	:	Yes / No
6.	No. of Focus Group Discussion (FGD) with homeless conducted in ULB	:	No.
7.	Whether Mapping of all the functional shelters if any in the ULB is done	:	Yes / No
8.	GIS survey of all the identified potential unused buildings / Government Land in the ULB is done	:	Yes / No
9.	Whether real time web based dashboard provided to view real time progress of survey and geospatial information of each application on the Map is provided by the survey agency	:	Yes / No

Municipal Commissioner,

_____ Municipality

Signature valid

Digitally signed by L
VANDANA KUMAR
Date: 2018.01.19 20:45:48 IST
Reason: Approved