

# **UNDERSTANDING RESIDENTS OF SHELTER-HOMES**

**Bangalore, INDIA during Lockdown**

**Dr Surashree Shome**  
**Azim Premji Philanthropic Initiatives**

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- On 24 March 2020, the Government of India announced a nationwide lockdown for 21 days, limiting movement of the entire 1.3 billion population of INDIA as a preventive measure against the COVID-19 pandemic. Lockdown was further extended in three phases till May 31, 2020.
- Restriction of movements and closure of most of the enterprises, especially in urban areas, left lakhs of migrant workers without work and stranded in the cities. Many started walking or bicycling hundred of kilometers to go back to their native places.
- To support the stranded workers, around 27,761 temporary shelters were set up across the country (MHA). Bangalore, a destination area for many migration routes of the country, first accommodated the migrants in the available nine permanent shelters of the city, and later initiated more than 100 temporary shelters across the city.
- The study presented here was conducted during the lockdown to understand the profile of the residents in the permanent and temporary shelters of Bangalore. The assumption behind the study was that findings will guide Azim Premji Philanthropic Initiatives (The Philanthropy) and other organisations to:
  - Decrease the risks/vulnerability of the homeless/migrant workers through improved interventions,
  - Advocate for a favourable policies for the homeless citizens at the state and central level.

# Permanent & Temporary Shelter



← Good-Shed Road 2, Permanent Shelter, Bangalore

Gandhinagar, Temporary Shelter, Bangalore ↓



Azim Premji Philanthropic Initiatives (The Philanthropy) is supporting NGO partners to provide comprehensive services to the homeless people residing in the five permanent shelters under DAY-NULM (Deen Dayal Antodaya Yojana- National Urban Livelihood Mission). During the lockdown 'The Philanthropy' extended its support to seven temporary shelters, which sheltered over 2800 people.

With the **major objective** of understanding the challenges of residents living in the permanent as well as temporary shelters of the Bangalore city, the study explored the following:

- To understand the profile and challenges of residents in permanent and temporary shelters in the context of ongoing COVID-19 pandemic.
- To give directional assistance to develop and design programs/interventions to address the issues of homeless population.

- Used a Quantitative Research
- Sampling:
  1. Stage I:
    - Five permanent shelters in Bangalore City supported by ‘The Philanthropy’
    - Five temporary shelters in Bangalore City supported by ‘The Philanthropy’ during the lockdown.
  2. Stage II:
    - All the residents of the permanent and temporary shelters who were residing during the period of the survey, i.e. April 27<sup>th</sup> to May 3<sup>rd</sup>, 2020 were surveyed.
- In total 447 residents were interviewed, of which 152 residents (34%) were from permanent shelters and rest 295 (66%) were from temporary shelters.

# **Findings and Recommendations from the Study**

# Profile of the Residents

S.No.	Findings	Recommendations
1	<p>Profile of Residents:</p> <ul style="list-style-type: none"> <li>• Only 7% were women, 20% of the residents in the permanent shelters were above 60 years.</li> <li>• If we consider only the residents who were in permanent shelters from October 2019 (55% of the total residents in permanent shelters), 82% were above 60 years old.</li> </ul>	<ul style="list-style-type: none"> <li>• Demand for another 80-100 shelters in the city (as per DAY-NULM guidelines), especial shelters for women and family.</li> <li>• Government can utilize BOCW welfare funds towards provision of housing for migrant workers in construction and related industries on a priority basis.</li> <li>• Alternative is also available with Affordable Rental Housing Complexes (ARHC)</li> </ul>
2	<p>Shelter of residents before the lockdown:</p> <ul style="list-style-type: none"> <li>• 53% were either staying on streets or near/on the working site, 20% in one of the permanent shelters, and 14% were either staying in a rented place or a space provided by their employer.</li> <li>• Only 33 percent of the residents had ever stayed in the shelter homes before the lockdown and major reason for this is lack of awareness about the available shelters among the homeless migrants</li> </ul>	<ul style="list-style-type: none"> <li>• Linkages with the nearest ICDS centers, especially women/family shelters.</li> <li>• Regular geriatric care for elderly in the shelters .</li> <li>• Structured outreach programmes to generate awareness in multi-languages.</li> <li>• Establishment of migrant helplines/migrant resource centres</li> </ul>

S.No.	Findings	Recommendations
3	<p>Economic Status of the Residents Family:</p> <ul style="list-style-type: none"> <li>• 55% residents were the only bread earner of the family.</li> <li>• 44% are financially supporting their parents and 8% to a disabled person in a family.</li> <li>• Average income of the residents family was around \$140/month.</li> <li>• One in ten resident was in debt.</li> </ul>	<ul style="list-style-type: none"> <li>• Source states should promote alternative skills under the <i>Pradhan Mantri Kaushal Vikas Yojana (PMKVY)</i> or National Apprentice Promotion Scheme</li> </ul>
4	<p>Migration and its Pattern:</p> <ul style="list-style-type: none"> <li>• About 91% were migrants, of which 86% migrated to Bangalore to earn livelihood.</li> <li>• Quarter of migrants were seasonal, and fraction more than quarter migrates whenever opportunity arises.</li> <li>• Even though majority of the migrants are from the state, but two-third of the out of the state migrants were from seven states of the country.</li> </ul>	<ul style="list-style-type: none"> <li>• Shelters should plan higher occupancy during the non-agricultural season.</li> <li>• Migration Support Centres (MSCs) should be promoted in source as well as destination areas to generate awareness among the migrants. Model of Odisha (Source) and Kerala (destination) need to be studied (destination).</li> </ul>

# Entitlements of the Residents

S.No.	Findings	Recommendations
5	<p>Occupation:</p> <ul style="list-style-type: none"> <li>• About 80% of the total residents were working before the lockdown. Majority of the non-working residents were either old or unable to find work.</li> <li>• Of the total working residents, 5% was with manufacturing sector, 17% in construction, and about 42% is in trade, hotel and restaurant.</li> <li>• 79% working residents were paid in cash.</li> <li>• Average income of the residents is around \$105/month, of which 79% is sent as remittances.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide lockers in the shelters to keep cash or other valuables</li> <li>• Financial literacy for safe and easy cash transfer to family members</li> <li>• Shelter Management Agencies and Committees would be responsible to ensure the availability of various entitlements and benefits to the homeless (DAY-NULM). Therefore, organizations managing the shelters should also undertake responsibility of ensuring the entitlements to its residents</li> </ul>
6	<p>Individual entitlements:</p> <ul style="list-style-type: none"> <li>• Only 62 percent residents had <i>aadhar</i> card (UIN).</li> <li>• Approx. 36% have account in banks/post-office.</li> <li>• Out of 56 construction workers in the study, only 6.7 percent of them had BOCW card.</li> </ul>	
7	<p>Family Entitlements:</p> <ul style="list-style-type: none"> <li>• Only 11% of residents had MGNREGA (Job Guarantee Card)</li> <li>• Only 37% had BPL/Antodaya (below poverty card)</li> </ul>	

S.No.	Findings	Recommendations
8	<p>Awareness about COVID-19:</p> <ul style="list-style-type: none"> <li>• About 91% of the residents had heard about the COVID-19.</li> <li>• Huge variation in the understanding about COVID-19 issues: mode of transmission, vulnerable groups, symptoms, and quarantine period &amp; process.</li> </ul>	<ul style="list-style-type: none"> <li>• Extensive awareness program, especially in rural areas.</li> </ul>
9	<p>Measures to prevent COVID-19:</p> <ul style="list-style-type: none"> <li>• 20% of the elderly and 10% people with chronic illness in the permanent shelters are most vulnerable to COVID-19 infection.</li> <li>• Due to poor economic status, about 58% of the residents had said that they would not be able to buy sanitizer regularly, similarly 48% would not be able to buy masks to prevent themselves.</li> </ul>	<ul style="list-style-type: none"> <li>• Exclusive space within the shelters or in other shelters exclusively meant elderly and people with chronic illness.</li> <li>• Regular health check-ups in the shelters.</li> <li>• Provision of masks and sanitizers in the shelters to residents</li> </ul>

S.No.	Findings	Recommendations
10	<p>Economic Loss:</p> <ul style="list-style-type: none"> <li>62% of the residents lost jobs, 45% of the residents had lost some of their possessions due to lockdown.</li> <li>Average amount available with the residents on the period of the survey was INR 1522/person. 41% had said that they have less than INR 100/-.</li> </ul>	<ul style="list-style-type: none"> <li>Extensive awareness programs in shelters</li> <li>Enhancing livelihood opportunities for homeless through MGNREGA/NULM</li> <li>Skill development to provide alternative livelihood opportunities to all its residents, including elderly and persons with disabilities.</li> <li>Access pension for elderly under National Old Age Pension Schemes (Central scheme) or <i>Sandhya Suraksha Yojane</i> (State Scheme).</li> <li>Similar support to physically handicapped and widow residents.</li> </ul>
11	<p>Employment Opportunity:</p> <ul style="list-style-type: none"> <li>71% of the working people were contacted by their employer to re-join after the lockdown, and among them 91% wanted to join because they don't have any money left. Even though 71% of them were aware of the risk of getting infected with Corona-19.</li> <li>Only 26% of residents were confident of getting some work back in their village/town/cities, rest were either not sure (11%) or denied (64%) of getting work.</li> </ul>	

1	Aadhar Card	Aadhaar is a 12-digit unique identity number that is issued to the residents or passport holders of India, based on their biometric and demographic data. It is considered a proof of residence but not of citizenship
2	BPL	Below Poverty Level (card given to people who are below the poverty level as per government guidelines)
3	BOCW	Building and Other Construction Workers (welfare card issued to labourers engaged with construction and allied industry)
4	DAY-NULM	'Deendayal Antyodaya Yojana-National Urban Livelihoods Mission' scheme initiated with an aim to help the poor in urban as well as in rural areas by providing skill training as per requisite international standards. It also provides services like SHG promotion, training centres, vendors markets, and permanent shelters for homeless in urban areas.
5	ICDS	Integrated Child Development Scheme (a government programme in India which provides food, preschool education, primary healthcare, immunization, health check-up and referral services to children under 6 years of age and their mothers)
6	MGNREGA	Mahatma Gandhi Employment Guarantee Act 2005 is an Indian labour law and social security measure that aims to guarantee the 'right to work' in rural areas
7	MHA	Ministry of Home Affairs
8	NOAPS	National Old Age Pension Scheme (Central government initiated pension scheme for BPL elderly)
9	SSY	Sandhya Suraksha Yojane (Karnataka state level government schemes for elderly with inadequate income)

# Limitations of the Study

1. Unable to hire enumerators, the shelter coordinators were asked to step-in to collect data for the study. Therefore, reporting bias could not be ruled out in few responses of the study.
2. Due to the restricted movements during lockdown, the study was restricted to the shelters supported by 'The Philanthropy'. Separate studies should be conducted to understand the realities of the other shelters managed by the government or other NGOs, who are not the partners of 'The Philanthropy'.
3. Findings of the study are limited to the employees of the informal economy; we are unable to include the perception of the employers about the current sectoral challenges because of the ongoing pandemic.