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REPORT

**AN EVALUATION OF WORKING WOMEN'S HOSTELS
THAT RECEIVED GRANT-IN-AID UNDER THE
SCHEME TO PROVIDE SAFE AND AFFORDABLE
ACCOMMODATION TO WORKING WOMEN**

SUBMITTED TO

**MINISTRY OF WOMEN AND CHILD DEVELOPMENT
GOVERNMENT OF INDIA**

SUBMITTED BY



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PREFACE

The Government of India launched the working women's hostel scheme in 1972-73 in order to promote greater mobility of women in the employment market. The objective of the Scheme is to provide suitable, safe and inexpensive accommodation to women residing in places away from their hometowns to be able to work. Women being trained for employment and girl students undergoing professional courses have also been made eligible for accommodation.

Monitoring and Evaluation are important constituents of the scheme. As a part of this evaluation exercise the Ministry of Women and Child Development, Government of India proposed to conduct an all India evaluation of the scheme in major metropolitan cities.

HARYALI Centre for Rural Development has conducted this evaluation study of working women's hostels in major cities under the scheme. Data was collected from January to March 2016. Draft report was submitted to the Ministry in June 2016. Presentation of the report was made before the concerned officials of the Ministry of Women and Child Development, GOI on 2 February 2017 and final report was submitted in the third week of February 2017.

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The study would have been difficult to complete without the help and assistance of the different stakeholders especially the Principal Secretaries of the States, District Magistrates, Districts Social Welfare Officers, Officials of Implementing Agencies and Warden of the Hostels and Working Women who greatly facilitated data collection. We thank all of them earnestly.

We sincerely thankful to Dr. Archana Kaushik, Co-Project Director for her guidance and direction in shaping the present study. We would like to thank Dr. Hem Borker, our Monitoring and Evaluation Consultant for her continuous and valuable support in analyzing data and drafting the report. Her inputs have greatly helped and enriched the study in more ways than one. The entire study was carried out under the charge of Ms. Laishram Bina Devi, Sr. Research Officer. We sincerely thank them for their continuous support right from the stage of conceiving the proposal to report production.

This research would not be possible without our Field Team, particularly Shri S.A. Malik, Ms. Seema Grewal, Mr. Ramchandra Pani, Dr. Saika Farid and other team members who have helped in collecting the data from the field. Without their hard work and manifold efforts this study would not have seen the light of the day. We sincerely thank them all.

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ABBREVIATIONS

ALMICO	:	ARTIFICIAL LIMBS MANUFACTURING CORPORATION INDIA
DCC	:	DAY CARE CENTRE.
DSWO	:	DISTRICT SOCIAL WELFARE OFFICER
DWWC	:	DISTRICT WOMEN'S WELFARE COMMITTEES
GET	:	GLOBAL EMPLOYMENT TRENDS
GOI	:	GOVERNMENT OF INDIA
HMC	:	HOSTEL MANAGEMENT COMMITTEES
ID	:	IDENTIFY
ILO	:	INTERNATIONAL LABOUR ORGANISATION
MoWCD	:	MINISTRY OF WOMEN & CHILD DEVELOPMENT
NSSO	:	NATIONAL SAMPLE SURVEY OFFICE
NOC	:	NO OBJECTION CERTIFICATE
NGOs	:	NON GOVERNMENT ORGANIZATIONS
OBC	:	OTHER BACKWARD CLASS
PSC	:	PROJECT SANCTIONING COMMITTEE
PWD	:	PUBLIC WORKS DEPARTMENT
QPP	:	QUARTERLY PROGRESS REPORTS
RAC	:	RESEARCH ADVISORY COMMITTEE
SC	:	SCHEDULED CASTES
ST	:	SCHEDULED TRIBES
SHGs	:	SELF HELP GROUPS
SLEC	:	STATE LEVEL EMPOWERED COMMITTEE
SWOT	:	STRENGTHS WEAKNESSES OPPORTUNITIES THREATS
TV	:	TELEVISION
UC	:	UTILIZATION CERTIFICATE
WWH	:	WORKING WOMEN HOSTELS

BACKGROUND INFORMATION

- The Government of India launched the working women's hostel scheme in 1972-73 in order to promote greater mobility of women in the employment market. The main objective of the scheme is to promote availability of safe and conveniently located accommodation for working women, with day care facility for their children, wherever possible, in urban, semi urban, or even rural areas where employment opportunity for women exist. As a part of the scheme the Ministry of Women & Child development provides financial assistance to the following implementing agencies - voluntary organizations, registered societies, public trusts, schools, colleges and universities and local bodies - for construction/expansion of hostels for working women.
- The working women's hostel projects being assisted under this scheme are made available to all working women without any distinction with respect to caste, religion, marital status etc., subject to norms prescribed under the scheme. Working Women are entitled to hostel facilities provided their gross income does not exceed Rs. 50,000/- consolidated (gross) per month in metropolitan cities, or Rs. 35,000/- consolidated (gross) per month, in any other place. Further working woman are generally not allowed to stay in a hostel, assisted under this scheme for more than three years.
- Till 2015, 916 hostels have been sanctioned under the scheme all over the country benefitting about 68,656 working women along with 344 day care centres catering to 9,297 children.
- Monitoring and Evaluation are important constituents of the scheme. As a part of this evaluation exercise the Ministry of Women and Child Development, Government of India proposed to conduct an all India evaluation of the scheme in major metropolitan cities.

HARYALI Centre for Rural Development has conducted this evaluation study of working women's hostels in metropolitan cities under the scheme. Evaluation study was conducted under guidance of Mr. Mohammad Yusuf, Project Director and Dr. Archana Kaushik, Co Project Director.

Data was collected from January to March 2016. Draft report was submitted to the Ministry in June 2016 and final report was submitted in the third week of February 2017.

OBJECTIVES OF THE STUDY

1. To identify the key achievements, short comings in the implementation of the scheme and suggest corrective measures to make the scheme more effective.
2. To assess the specific requirements of Hostels in Metropolitan cities and understand views of implementing agencies for improving the functioning of the Hostels.
3. To assess the capability and effectiveness of the organizations receiving grant-in-aid from the Ministry and compare the functioning of the hostels run by the different organizations such as State Government/NGOs/other organizations.
4. To understand the housing needs of working women, reasons for staying in the hostel, satisfaction with hostel facilities and suggested improvements.
5. To study the socio-economic profile of beneficiaries such as age, education, employability, Salary, family background.

APPROACH AND METHODOLOGY

- The universe of the study comprised Working Women's Hostels sanctioned by the Ministry of Women and Child Development, GOI under the scheme of working women's Hostels. In selected states, districts that are home to the major metropolitan cities were selected. This was done in consultation with the Ministry. In the meeting held with the Research Advisory Committee (RAC) of the Ministry of WCD it was suggested that the study should cover the status of Working Women Hostels in major urban agglomerations and metropolitan cities of the country where educated women migrate from all over the country due to availability of better employment opportunities and there is greater demand for safe accommodation.
- All the hostels sanctioned under the scheme in 9 metropolitan cities and Bhopal and Dehradun cities were covered under the study. Total 126 hostels; have been covered under the study. Interviews were conducted with 2223 respondents including representative of the Implementing Agency, Beneficiaries, Non-Beneficiaries and Other Stakeholders.

MAJOR FINDINGS

Functional Hostels, Non Functional Hostels and Others

- Since its inception in 1972-73, 916 hostels have been sanctioned under the MoWCD Working Women's Hostel scheme all over the country benefitting about 68,656 working women. The evaluation study covered 126 working women's hostels across 11 cities financially supported by the MoWCD scheme to evaluate the services provided/received by the inmates and assess deviation from the norms of the Scheme in running of the hostels. When field investigators visited the listed sites of the hostels, it was found that 68 hostels were fully functional while 14 hostels were not functional. 44 hostels were not found existing on the ground at the specified address for a variety of reasons such as duplication in the list, established elsewhere, non-receipt of government grant and so on.

Implementing Agencies

- Of the 68 functional hostels covered under the study in 86% hostels the implementing agency was a Civil society organization (including Trust) which met the prescribed conditions such as recognized institution, proven track record of working in the fields of women's welfare, sound financial position and run the hostel and the Day-care Centre for pre-school children on a no-profit basis. 7% of the working women's hostels were executed by a recognized University.

Year of Establishment

- Of the 68 functional hostels covered under the study, 20 (29%) were established in the decade from 1986-95, 18 hostels were established between 1976-86. Another 20% hostels were established from the inception of the scheme to 1976. Thus 82% of the hostels were constructed between mid 1970s to mid 1990's. Only 12 hostels have been constructed in the last two decades.

Pattern of Grant –in Aid for Construction

- Field data revealed that on an average the 68 fully functional hostels across 11 cities had received 76% of the sanctioned grant in aid from the MoWCD.
- Interviews with representatives of the implementing agencies revealed that 41% faced no problem in receiving timely installments of the grants from the Ministry.

12% stated that they faced problems in getting the grant in aid as per sanctioned expenditure from the Ministry especially the last 10% installment was not received.

- The release of the second and third installment by the MoWCD to the implementing agency is contingent on submission of the Utilization Certificate of the previous installment. 38% of the hostels have submitted duly certified utilization certificates. In Kolkata all the functional hostels have submitted the utilization certificates. 7% of the hostels have not submitted the utilization certificates.
- 26% of the 68 fully functional hostels were constructed with the sole support of the MoWCD. 21% of the hostels have also received funds for the construction from sources other than the MoWCD.

Hostel Buildings

- 74% of the hostel buildings have been constructed by the implementing agencies with MoWCD support exclusively for the purposes of the working women's hostels scheme. Only 1% of the hostels are working out of government buildings, namely one hostel in Bhopal, one in Lucknow and one in Bangalore.
- On an average the hostels had three floors. 25% of the hostels had 2 floors, 10% working women's hostels had a single floor and 9% hostels had 4 floors. An exception was Mumbai where 15 working women's hostels (over 85%) had a large number of floors.

Occupancy

- On an average the hostels the occupancy rate of the hostels was 105% of the sanctioned capacity.
- **Overcrowding and underutilization-** The Working Women's Hostels in some cities like Chennai (156%), Bhopal (147%), Mumbai (117%) and Hyderabad (108%) occupancy exceeded sanctioned capacity leading to the problem of overcrowding. While hostels in cities like Surat (52%) and Lucknow (58%) were underutilized, as occupancy was nearly half of the sanctioned capacity.
- Overall majority of the hostels were occupied by working women who comprised 75% of the present occupants while 25% were students.
- **Waiting list-** Only 34% of the working women's hostels had a waiting list indicating the demand. 66% hostels did not have a waiting list.

Hostels for the Differently Abled

- One of the important criteria of the scheme is that the working hostels should be also provide for reservation of seats for differently abled or physically challenged beneficiaries. Field survey revealed that only 32% of the hostels had the provision for reservation for differently abled women. None of the working women hostels in Bhopal, Lucknow, Ahmedabad, and Surat have reservation of seats for differently abled.
- The scheme guidelines for implementing agencies lay down that facilities for differently abled persons mandatory. However only 22% of the Hostel have specialized facilities for differently abled such as ramps. Handrails, wheel chairs to aid mobility and disabled friendly toilets. 78% of the hostels have no such specialized facilities.
- Of these 15 working women's hostels with specialized facilities for differently abled 43% have specialized toilets; 36% have ramps, 29% have wheel chairs. Only the hostels in Bangalore have provision of handrails for aiding mobility.

Hostel Facilities

- Interviews with representatives of the implementing agencies were conducted to find out if the hostels were equipped with the facilities mandated by the scheme. The following findings emerged from the interviews:
 - **Beds** -97% of the sample functional hostels had beds. Only in some hostels in Bangalore and Chennai there were no beds. Majority (66%) of the working women's hostels have double beds. 59% of the hostels have rooms that accommodate three beds. 43% have dormitory facilities.
 - **Furniture and Fans** - 85% of hostels were equipped with a table, 87% had chairs and 91% had storage space such as almirah. Almost all the hostels had basic furniture in Surat, Delhi, Bhopal and Lucknow. However in Kolkata few hostels were equipped with furniture. 99% of the sample hostels had fans that were found to be functional and working in satisfactory condition.
 - **Dining facilities and availability of food in the Hostels** - 90% of the hostels were equipped with a kitchen where food was cooked for the residents. All the hostels had kitchen facility other than few hostels in Mumbai, Ahmedabad, Chennai and Bangalore. 84% of the functional hostels had mess/dining hall facilities where hot cooked meals were served.

In some hostels in Bhopal, (50%), Lucknow (33%), Ahmadabad (25%), Bangalore (23%), Delhi (20%), Chennai (10%) and Mumbai (7%) such facilities were not available.

- **Clean Drinking water facilities** - 91% of the sample functional hostels had water coolers or filters installed that was found to be functional and working in satisfactory condition. In Chennai 40% of the hostels did not have a water cooler or filter.
- **First Aid, Medical Room facilities and availability of emergency medical care**- 79% of the sample functional hostels had Medical First Aid readily available. In Surat 84% of the hostels did not have any available first aid. In Ahmedabad and Chennai and Bangalore 60% of the hostels did not have a first aid kit available. Further only 22% of all functional hostels across states had a sick or medical room facility. No such room was there in any of the hostels in Surat, Ahmedabad, Lucknow. Only 22% of the hostels across states have a doctor on call or availability of medical help in case of emergencies. No such emergency medical services are available in any of the hostels in Surat, Ahmedabad, Lucknow and Kolkata.
- **Recreational Facilities** -69% of the sample functional hostels had recreational rooms equipped with TV.
- **Visitors Room** - 79% of the sample functional hostels had visitor's rooms providing the women with a space to meet visitors, family and friends.
- **Electricity**- All the sample functional hostels were equipped with electricity. Some hostels in Bangalore (85%), Delhi (70%), Bhopal (50%), Chennai (30%) and Mumbai (20%) even have generator facilities for power back up.
- **TV** - 88% of the sample functional hostels are equipped with TV facilities.
- **Computer and Internet connectivity**- Only 13% of the sample functional hostels are equipped with computers. There was no computer facility in hostels in Bhopal, Lucknow, Mumbai and Surat. Only 22% hostels have Internet connectivity. None of the hostels in Surat, Ahmedabad and Lucknow have any internet connectivity. Hyderabad hostels (75%) lead in terms of provision of internet connectivity followed by Kolkata (50%).
- **Telephone** - 22% of the sample functional hostels are equipped with telephone facilities.

- **Water heating facilities and washing machines** - The scheme document states that implementing agencies will be provided financial assistance for installing Solar Water Heating System/ Geyser and providing Washing Machines for the use of inmates of the Hostel. 71% of the sample functional hostels are equipped with water heating facilities. Only 15% have the provision of washing machines. Washing machines are there in a handful hostels in Delhi, Mumbai, Bangalore and Hyderabad.
- **Refrigerator**- 81% of the sample functional hostels are equipped with refrigeration / fridge facilities.
- **Security Arrangements** - 79% of the sample functional hostels have specialized security services to ensure the women's safety and security. The hostel in Surat has no specialized security services.
- **CCTV's** - The initiative of installing CCTV's on entry and exit routes of the hostels with recording facilities has been recommended in many states to ensure women's safety security. It was found that 50% hostels have CCTV facility. Around 44% of the hostels have CCTV facility on the main entrance, 44% have it at the office entrance while 43% of the hostels have it around the hostel premises.

Cleanliness of the Hostels

- An important part of the maintenance facilities provided by the hostels are maintaining cleanliness and hygiene. In 69% of the hostels the rooms of the hostlers are cleaned daily especially in all the hostels in Ahmedabad, Surat and Chennai. The rooms are cleaned at regular intervals in 31% of the hostels.
- In 91% of the hostels toilets are cleaned daily especially in all the hostels in Delhi, Bhopal, Lucknow , Ahmedabad, Surat and Chennai.
- In 91% of the hostels the hostel premises are cleaned daily especially in all the hostels in Delhi, Bhopal, Lucknow, Ahmedabad, Surat and Hyderabad.

Warden and Staff

- The average staff employed per hostel was 10 persons including the hostel warden, cook, housekeeping staff, chowkidar or security guards.
- **Hostel warden** - All the hostels had one warden; only in Ahmedabad and Surat the hostels had two wardens. In 93% the warden resided in the hostel. In Almost all the hostels (96%) had the provision of separate warden room or accommodation for the warden. Only two hostels in Bangalore and another in one in Hyderabad did not have accommodation facility for the warden in the hostel premises.

- **Cook** – On an average each of the hostels had three cooks to prepare the meals. In Delhi the hostels had 6 cooks while in Mumbai there were 4. In Bangalore each hostel had one cook.
- **Chowkidar or security guards**- On an average each of the hostels had two security guards.
- **House Keeping**- On an average each of the hostels had four housekeeping staff. In Bhopal the hostels had 8 house-keeping staff.

Hostel Management Committee

- Almost all the hostels (97%) had a functioning Hostel Management Committees. Only one hostel in Bhopal and another in Chennai did not have an appointed Hostel Management Committee.
- Only in the hostels in Bangalore was the norm of the Hostel Management Committee to comprising of 6 persons was fully complied with. On an average the Hostel Management Committees of most hostels had 5 members. In Lucknow the Hostel Management Committee comprised of only 2 members
- The norms require the Hostel Management Committee to meet every fortnight. This necessitates 24 yearly meeting in addition to meeting held on account of important issues. However on an average the Hostel Management Committee across states met only 7 times which is 1/3 of the mandated requirement.

DAY CARE CENTERS

- An important aspect of the stated objectives of the scheme is to promote availability of accommodation for working-women along with day care facility for their children. There are clear guidelines in the scheme that the implementing agency should run the hostel and the Day-care Centre for pre-school children on a no- profit basis.
- The field team observed that out of the 68 functional working women hostels that it visited as a part of the evaluation study, day care centre facility was available in merely two hostels one in Bangalore and one in Mumbai namely :
 - **Bangalore**- Karnataka State Council of Child Welfare, 135 III Cross, Mandidurg Road, Jayamahal Bangalore-560006.

- **Mumbai** - Young Women's Christian Association, 75, Motlibai Street
Byculla Bombay- 400008
- Even in both these cases the funds for running the day care centre had been generated by the agencies themselves and the representatives stated that did not receive any grant from the Ministry for the setting up of the day care centre. Thus a major finding that emerged is that vast majority of the working women's hostels are not following the mandated objectives of setting up a day care Centre.

PERSPECTIVE OF THE BENEFICIARIES

- As a part of the study 1,846 working women (beneficiaries) were interviewed across 68 hostels.

Socio- Economic Profile of the beneficiaries:

- **Age** - Demographic profile of the women shows that out of 1846 respondents, 80% of the women are in the age group of 21-30 years. About 10% of the respondents are in age group of 30- 40 years, 6% are below 20 years and 4% are above 40 years in age. The data clearly show that vast majority of the women belong to the category of youth, 18-35 years.
- **Educational Status** - Out of 1846 respondents, 87% of the women had completed their graduate and postgraduate degrees. About 7% of the respondents had completed their matric and intermediate levels.
- **Religion** - Out of 1846 respondents, 80% of the women were Hindu, 11% were Christian and 5% were Hindu.
- **Caste/ Category** - Out of 1846 respondents, 56% of the women belonged to the General category, 30% women belong to the OBC category, 9% were STs and 5% were SCs. Exceptions to the broad trend were - Surat where 68% of the working women residing in the hostel were SC and Chennai where half the women belonged to the OBC category.
- **Marital Status and Children** - Out of 1846 respondents, 89% of the women were un-married, 10% were married and 1% was widowed. Of the married respondents 37% had children while 63% did not have children. Only in 1% of the women who had children did the children stay with the mothers in the working women's hostels.

Employment Details

- 76% of the working women (beneficiaries) were employed in the private sector while 24% worked in the governments sector
- The salary of the beneficiary working women is an important indicator of the economic status and affordability of the working women. The average monthly salary of the working women across states was Rs. 17,404/- per month.
- The average hostel fees paid by the women indicate the proportion of the salary working women have to spend on accommodation. The average hostel fees paid by the women across states was Rs. 3,964/-. Thus on an average over one-fourth of the women's salary went on hostel fees alone. The hostel fees were highest in working women's hostels in Mumbai (Rs. 5,153/-) and Delhi (Rs. 4,589/-)

Factors underlying the demand of working women's hostels in cities-

- **Security-** 82% of the respondents stated they opted for working women's hostels as they were more secure than other available accommodation options. The locations were often at secure places in the centre of the cities, which are well connected and the hostels had provision of security guards. Further there was greater security as so many women reside together in a group and there is security staff and other staff like warden.
- **Affordability-** 78% of the respondents stated they selected working women's hostels as they were more affordable and pocket friendly than other available accommodation options. As mentioned earlier on an average the respondents spent a fourth of their salary on hostel fees.
- **Accessibility and Location-** 77% of the respondents stated they preferred working women's hostels as they were easily accessible due to their location and well connected with the public transport network providing easy accessibility to their office.
- **Quality of facilities provided-** 64% of the respondents stated they chose to stay in working women's hostels on account of the services provided for example food, bedding, furniture, utilities like hot water and electricity, washing facility, cleaning facility, provision of security and medical care. This ensured that women were not hassled with arranging for all this on their own, keeping track of bills, servants and so on.

- **Quality of Food:** 56% of the respondents stated they chose working women's hostels on account of the provision of hot cooked meals and hygienic quality of food.

Beneficiaries Assessment of Facilities Provided in the hostels

- **Bedding, Furniture and Fans** - 96% of the hostels had beds. Only in some hostels in Bangalore and Chennai there were no beds. Respondents stated that 87% of hostels had furniture such as table, storage space and chairs. Respondents stated that 99% of the functional hostels had fans that were functional.
- **Dining facilities and availability of food in the Hostels** - 87% of the hostels had dining hall facilities where cooked meals were provided.
- **Clean Drinking water facilities** - Respondents stated that 78% of the hostels were fitted with water coolers or filters that were functional.
- **First Aid, Medical Room facilities and availability of emergency medical care** -According to the beneficiaries only 53% of the hostels had Medical First Aid readily available. Further respondents stated that only 17% of the hostels across states had a sick or medical room facility. The beneficiaries were also questioned in the interviews about the availability of doctors and medical facilities in case of emergencies. 64% of the respondents stated that they had access to a doctor on call and/or availability of medical help in case of emergencies through the hostels.
- **Recreational Room** - According to 1846 women residents interviewed 61% of the working women's hostels across states have a recreational room.
- **Visitors Room** -According to the beneficiaries 69% of the hostels have visitor's rooms providing the women with a space to meet visitors, family and friends.
- **Electricity** - According to the beneficiaries all the hostels were equipped with electricity. 30% of the hostels mostly confined to Bangalore (60%), Delhi (46%), Bhopal (41%), Chennai (29%) and Mumbai (18%) even have generator facilities for power back up.
- **TV** - The women interviewed stated that 87% of the hostels are equipped with TV facilities.

- **Computer and Internet connectivity** - One of the major drawbacks that was highlighted by the women was the lack of computers and internet connectivity. According to the beneficiaries interviewed only 10% of the hostels are equipped with computers and only 15% have Internet connectivity. In Lucknow and Surat there was no provision of Internet and it was almost non-existent in Chennai and Ahmedabad.
- **Telephone** - The women interviewed stated that 34% of the hostels provided telephone facilities.
- **Water heating facilities and washing machines** - Beneficiaries stated that 61% of the hostels were equipped with water heating facilities and only 9% have the provision of washing machines. Washing machines are there in a handful hostels in Delhi, Mumbai, Bangalore and Hyderabad.
- **Refrigerators** - The women interviewed stated that 57% of the hostels were equipped with refrigeration / fridge facilities.
- **Security Arrangements** - Beneficiaries stated that 75% of the hostels across states have specialized security services to ensure the women's safety and security.
- **Warden's Room**- Provision of accommodation for the warden is mandated under the scheme. When the women beneficiaries were questioned about whether the warden stays in their hostel, 95% stated that the warden resides in their hostels had the provision of accommodation for the warden.
- **Quality of Food**- 54% of the women beneficiaries stated that the quality of meals provided in the hostel was good, 38% stated that it was average while 8% said that the quality of food was poor.
- **Security Arrangements**- 67% of the women beneficiaries stated that the provision of security in the hostel was good, 27% stated that it was average while 5% said that it was poor.
- **Services of the Warden** - 94% of the women beneficiaries stated that they were satisfied with the services provided by the warden while 6% stated that they were not satisfied.

PERSPECTIVE OF THE NON BENEFICIARIES

- An important constituent of the study was understanding the profile of non-beneficiaries (working women) and their reasons for not opting for government supported working women's hostels. As a part of the study 138 working women who were not availing any benefit under the scheme were interviewed profile, understand their perspective on government funded working women's hostels and their reasons for availing alternative accommodation options.

Employment Details

- 86% of the non-beneficiary working women were employed in the private sector while 14% worked in the governments sector. An exception to the trend was Delhi where 46% of the working women interviewed were employed in the government sector.
- The average monthly salary of the working women across states was Rs. 26,046/- per month. A comparison of the average monthly salaries of the beneficiaries (Rs. 17,404/- per month) and non-beneficiaries (Rs. 26,046 per month) clearly indicates that non-beneficiaries earn higher salaries.
- The average hostel fee paid by the women is indicative of the proportion of the salary working women have to spend on accommodation. The average hostel fees paid by the non-beneficiary respondents was Rs. 3,888/-. Thus on an average over one-sixth of the women's salary went on accommodation costs. A comparison between the beneficiaries and non-beneficiaries indicates that despite commanding higher salaries non-beneficiaries spend a lower proportion of their salary (one sixth) on accommodation costs vis-à-vis beneficiaries (one fourth).

Accommodation Preferences of Non Beneficiaries:

- The rationale behind interviewing non-beneficiaries was to understand their accommodation preferences. 41% of the working women interviewed stated that they preferred to privately rent a room or flat, 39% opted to stay in a Women's PG while 20% chose private hostels.
- 53% of the non-beneficiary respondents had been availing current private accommodation for less than a year, 38% had been staying in such accommodation between 1-2 years while 9 % had been living for 2-3 years.

Awareness

- 53% of the respondents were aware of the scheme and existence of functional government aided working women's hotels in the area while 47% of the respondents were not aware of the presence of government supported hostels.

Preference for non-government aided working women's accommodation

- 60% of the non-beneficiary respondents expressed that they were not interested in living in government-aided hostels while 40% stated that they would have preferred staying in government aided hostels.

Reasons for Not opting for government Hostels

- **Eligibility** - 8% of the respondents stated they had not applied to the government aided working women's hostels as they did not meet the eligibility criterion. Of this a large proportion was women working in Delhi (56%).
- **Non-Availability of Rooms** - 24% of the respondents stated they did not opt for government aided working women's hostels as there were no vacancies or room available.
- **Timings** - 26% of the respondents stated they did not opt for government aided working women's hostels as the timings were not suitable. This was a particular problem in Hyderabad hostels (50%).
- **Lack of Facilities** - 6% of the respondents stated they did not opt for government aided working women's hostels due to lack of facilities. This was a particular problem in Lucknow hostels (50%).
- **Lack of Cleanliness** - 11% of the respondents stated they did not opt for government aided working women's hostels due to lack of cleanliness.
- **Poor Quality of Food** - 16% of the respondents stated they did not opt for government aided working women's hostels due to poor quality of food. This was a particular problem in Bhopal hostels (50%).
- **Rules, Restrictions and Boundaries** - 5% of the respondents stated they did not opt for government aided working women's hostels due to stringent rules and restrictions.
- **Distance from Place of work** - 36% of the respondents stated they did not opt for government aided working women's hostels as they were far away from their place of work, making the commute longer. This emerged as a key reason in Ahmedabad (75%), Bangalore (75%), Hyderabad (50%) and Mumbai (45%) where women opted for private rentals due to proximity from place of work.

PERSPECTIVE OF THE STAKEHOLDERS

- Interviews were conducted with officials responsible for administering the implementation of the working women's hostel scheme. 15 stakeholders namely Deputy Director, Senior Consultant, Section officer, Project officer, Probation Officer, District Probation Officer, District Women and Child Development officer, Office Assistant, Junior Assistant, Superintendent were interviewed to gather qualitative information and their opinions about the scheme.

Strength of the Working Women Hostels

- **Affordability** - The biggest strength of the working women's hostels built with government financial aid is that they provide accommodation at affordable rates as the implementing agencies are mandated to provide services on a no profit no loss basis.
- **Security** - Another advantage posed by government aided working women's hostels is provision of security. The scheme mandates that the implementing agencies have to equip hostels with security services such as security guards and CCTV's.
- **Availability and Accessibility:** Increase in women migrating from rural and small town India to seek employment has led to a surge in demand for women's hostels. In this context working women's hostels, which are often centrally located and well connected with the public transport network in cities, fulfill this demand for secure, affordable, conveniently located and accessible accommodation.
- **Implementing Agencies operate hostel on not-for profit basis** - Voluntary Organizations (registered Societies, Public Trusts etc.), Women's Development Corporations, Universities, Schools/Colleges of Social Work, Local Bodies, Cooperative Institutions, State Governments and Union Territories Administrations receive financial assistance under the Scheme. All these are registered recognized bodies that are mandated under the scheme to provide services on a not for profit basis. This ensures accountability and basic quality of services.

Weakness of the Working Women Hostels

- **Lack of Maintenance** - This is a major problem in government aided working women's hostels. Due to lack of a revolving funds and/or grants for maintenance most of the hostel buildings are in a state of disrepair and some even collapse when they become very old.
- **Lack of Funds** - There is paucity of funds for completion of work, upgrade of facilities and maintenance due to time lag between sanction of the hostels and release of grants.
- **Lack of latest Technology** - Hostels lack facilities required for working persons such as Internet connectivity, Wi-Fi and computers.
- **Lack of other facilities**- Hostels are not equipped with Day Care centers, laundry facilities, visitors rooms, and recreation place and so on, which is a big disadvantage.
- **Lack of regular Monitoring and Accountability** - Despite a mechanism for regular monitoring, often due attention is not given to monitoring. Once funds are given the hostels practice little accountability-
 - Using hostels for other purposes
 - Not following the rules and regulation such as those pertaining to admission process fee, rent, medical care, food and so on
 - Non submission of records to the Ministry
 - Duplication in list of hostels
- **Lack of Publicity:** Awareness level among working women about the government aided working women's hostels and its facilities is low. There is little publicity of the facilities offered by the hostels resulting in lower demand.
- **Insufficient hostels:** There is a gap between the needs of working women and the provision of facility of a safe residence. 80% of the stakeholders opined that there is a need for greater number of hostels overall in urban areas and particularly in the cities.

Evaluation of Facilities provided in the Hostel

- The stakeholders opined there was a problem of lack of maintenance and upgrade of facilities. They stated that there was scope for improvement in the following provision of facilities:
 - Provision of day care facilities
 - Provision of separate rooms for working women equipped with basic furniture
 - Upgrade security services by installation of CCTV cameras.
 - Provision of internet connectivity
 - Improve provision of recreation facilities
 - Provision of visitors room
 - Ensure good quality hot food in the hostel mess
 - Supply of basic amenities like clean drinking water should be increased to fulfill the demand
 - Upgrade the buildings and toilets.

SWOT ANALYSIS

STRENGTHS	WEAKNESSES
<ol style="list-style-type: none">1. Affordability2. Security3. Implementing Agencies operate hostel on not-for profit basis4. Central Location and Accessibility through public transport5. Quality Facilities6. Accountability7. Diversity due to people from diverse backgrounds and states8. Discipline9. Caters to women from disadvantaged and rural backgrounds	<ol style="list-style-type: none">1. Lack of Maintenance2. Lack of Stringent Monitoring3. Inflexible timings4. Lack of Upgraded Facilities<ul style="list-style-type: none">○ Internet connectivity○ AC Rooms○ Adjoined bathrooms○ Power back up○ Visitors rooms5. Poor Quality of services such as<ul style="list-style-type: none">○ medical facilities○ laundry facilities○ Mess facilities6. Overcrowding due to Occupants beyond sanctioned limit7. Insufficient capacity leads to long waiting lists8. Lack of specialized facilities for differently abled
OPPORTUNITIES	THREATS
<ol style="list-style-type: none">1. Increase in women migrants seeking employment leading to growing demand for women's hostels2. Lack of safety for women in cities leads to preference for government funded institutionalized hostels	<ol style="list-style-type: none">1. Insufficient number of hostels and capacity within hostels to absorb growing demand for accommodation2. Lack of Monitoring to ensure mandated scheme provisions are complied.3. Lack of grievance redressal mechanism4. Lack of flexibility5. Lack of maintenance

RECOMMENDATIONS

1. Provision of More Hostels

- Given the surge in population of working women migrating from home towns to cities in search of better economic opportunities the present number of working women's hostels is far less than the requirement.
- To fulfill its objectives of creating enabling conditions for women to seek employment outside their homes, there is a need to increase the availability of hostels.
- Encourage and incentivize organizations to demand for financial assistance from Ministry for construction of hostels.
- Emphasis on creating hostels near industrial areas, government complexes and IT hubs to ensure accessibility.
- Expand accommodation facilities in existing hostels.

2. Provision of Funds for Maintenance and Renovation

- Create provision for a revolving fund and/or grants for maintenance in the scheme to ensure regular maintenance and upkeep of hostel buildings and equipment.
- 25% of the funds given by state government for the hostel construction should be used for maintenance.
- Maintenance should include renovation and upgrade of obsolete equipment's
- Create provision that in case of demolition of hostel building due to dilapidated condition of building then the plot should be used for constructing a new working women's hostel rather than for other purposes.

3. Change in eligibility rules and Regulations:

- In conditions for eligibility the salary limit of working women should be increased from Rs, 5,0000/- to Rs. 75,000/- in metropolitan cities to ensure wider outreach and cover more eligible women.
- As per the existing rules a woman can live in the hostel for maximum of 3 years. This limit may be relaxed for single women, widows and differently abled.
- The women expressed a demand that period of stay should be extended to 5 years with annual renewal.

- The rule under the scheme state that a girl child of the working women can reside with mother for 18 years and male child for 7 years. This rule should be reevaluated because the child, irrespective of their gender needs the mother. For boy child the cap of 7 years should be changed to at least 10 years.

4. Provisions for Differently Abled

- The scheme makes a provision for reservation for accommodation of differently abled working women. However very few hostels implemented this provision and had the specialized facilities required by the disabled.
- Stringent monitoring by the hostel management committee to ensure provision of reservation and facilities for the differently abled.
- A reporting format where hostel implementing agency is required to list applications of differently abled received, accepted and reasons for rejection should be made mandatory.

5. Upgrade of security facilities

- Provision of CCTV'S in all hostels
- Ensure Footage is regularly checked
- Provide In and Out Register at every entrance which should be checked
- Ensure street lighting in areas outside hostels
- Institute a 24x7 emergency service through helpline or any other mediums such as tie-ups.

6. Provision of funds for Awareness and Publicity

- There should be provision of funds within the scheme for publicity, advertisements and generating awareness about the hostels, facilities provided and benefits. For example Pamphlets about the hostel facilities may be distributed in the nearby offices, educational institutes and private hostels.

7. Upgrade of facilities as per need and latest technology

- In addition to maintenance there is a need to upgrade facilities such as kitchen equipment's, laundry machines.

- Ensure provision of separate rooms i.e. which have attached bathrooms
- Incentivize use of sustainable sources of energy such as solar energy for electricity, water heating and inverter/ generator.

8. Provision of new facilities

- Hostels must ensure laundry facility
- Hostels must ensure Internet connectivity, Wi-Fi and computer room with printing and scanning facilities.
- Hostels may include facilities such as libraries, common room, recreation room, gym to provide additional facilities

9. Monitoring and Strict Enforcement of Rules

- One of the weakest components of the scheme is inspection and monitoring

A. Hostel management committees HMC's responsible for daily monitoring need to be more proactive.

- The submission of half yearly reports to the Ministry by the District Women's Welfare Committee with copy to the state government must be strictly ensured.
- None of the HMC's was following the guidelines of fortnightly meeting, this should be ensured.
- The Hostel management committees should pay special attention that hostel buildings are not used for other purposes.
- It should routinely conduct inspection visits to ensure that rules and regulation are followed such as those pertaining to
 - admission process
 - fees,
 - emergency medical care,
 - hot cooked meals
 - purified drinking water
- It should ensure mandated reservation for differently abled and provision of specialized infrastructure like ramps.
- It should ensure day care centers as mandated by the scheme are built and functional.
- It should ensure timely submission of progress report to the Ministry.

B. Coordination with State Authorities and Ministry of Women and Child Development, GOI

- There is need of coordination between central and state government. Non-submission of Reports to the State governments and Ministry was widely seen. The Ministry should make it mandatory for all the hostels that they should regularly submit these reports at least to the State government and Ministry of Women and Child Development.
- Create provision for regular inspection at state government level at least half yearly to verify reports submitted.
- Create formats for hostel inventory of facilities, timeline for maintenance and upgrade of facilities, ratio of no. of staff per inmates, attendance of staff and inmates. This would ensure uniform execution across states.
- The State and district authorities are required to undertake needs assessment, and ensure earmarking and allocation of public land for the purpose of construction of hostel or hostel on rented premises. This should be monitored by the Ministry
- Updating records of the Ministry as problems of duplication and inflation was observed.

10. Provision of Feedback and Grievance Redressal Mechanism

- There is an urgent need to have a feedback mechanism through complaints box and so on for the inmates to give their feedback on facilities.
- Similarly regular meetings (Monthly or quarterly) with representatives of the hostel implementing agency to give feedback and ask for grievances to be addressed.

11. Management Information System (MIS)

- Update database of all the implementing agencies and Hostels should be maintained at the Section of WWH, WCD.
- Training of Management Information System (MIS) should be given to concerned officials of the Ministry.

One of the most puzzling trends in India is that increasing education levels of women has not translated into positive labor market effects associated with higher education levels. One of the biggest factors constraining participation of women in urban areas is lack of safe and economical accommodation. Understanding the larger female labour force participation situation is critical to locate the importance of working hostels.

In India, as per the 2011 census the workforce participation rate for females is 25.51% (vis-à-vis 53.26% for males). The participation rate of women in the workforce in urban areas (15.44%) is nearly half of rural areas (30.02%). India's urban female work-force participation rate (WPR) is one of the world's lowest with India ranking 11th from the bottom amongst 131 countries according to a 2013 Report on Global Employment Trends by the International Labour Organisation (ILO). However, this situation is changing, albeit slowly¹. The number of women working and seeking work grew by 14.4% annually between 1991 and 2011, even though the population of urban women grew at only 4.5% during the same time period, according to 2011 Census. The total number of women in the workforce increased more than three-fold, from 9 million in 1991 to 28 million in 2011, while the number of women seeking or available for work increased more than eight-fold, from 1.8 million in 1991 to 15.5 million in 2011. These numbers indicate that urban women are increasingly looking to enter wage employment but are currently unable to find adequate and relevant opportunities. This is corroborated by the Employment and Unemployment Survey, 2011 conducted by the NSSO which shows that urban females between 15 and 59 years have the highest unemployment rate at 15.7% as compared to 9% for males belonging to the same age group.

¹ The India Country Report 2009 on the Millennium Development Goals also indicates that the rate of change over time in India with respect to the share of women in industry and service sectors expressed as a percentage of total employment in the sector is rather slow.

At 13.9%, the unemployment rate is highest for urban women with graduate degrees and above. Within this category of educational attainment, the unemployment rate for women aged 15 to 29 is even higher, at 23.4%. This highlights the severity of the problem for educated young women in urban India.

Through the above-mentioned statistics we can identify two broad trends. Firstly there is a discernable trend of increase in proportion of working women in urban areas (for example as per the NSSO the proportion of working women in urban areas has increased from 11.9% in 2001 to 15.4% in 2011). Secondly that this increase could have been significantly more had it not been for the multiple constraining factors. Most of these constraining factors emanate from India's traditional gender norms, which seek to protect the chastity of women and restrict mobility outside their homes. This often prevents women from seeking employment outside homes and/or settle for low paid jobs, which are not commensurate with women's qualifications in their hometowns. Families are particularly reluctant to allow women to work in cities like Delhi, Bangalore, and Mumbai due to issues of lack of safety while travelling to work place and rising incidents of violence against women. Educated women who do migrate to urban areas search for better career and employment opportunities face problems such as secure and affordable accommodation.

In light of the above mentioned concerns, the Ministry of Women & Child development, Government of India has launched several schemes to support women's economic empowerment and increase their participation in the workforce and thereby enhance women's contribution to India's economic growth. One such scheme is the provision of financial support for construction and maintenance of working women's hostel especially in cities. The main objective of the scheme is to promote availability of safe and conveniently located accommodation for working women, with day care facility for their children, wherever possible, in urban, semi urban, or even rural areas where employment opportunity for women exist. As a part of the scheme the Ministry of Women & Child development provides financial assistance to voluntary organizations, registered societies, public trusts, schools, colleges and universities and local bodies for construction/expansion of hostels for working women.

Till 2015, 916 hostels have been sanctioned under the scheme all over the country benefitting about 68,656 working women along with 344 day care centres catering to 9,297 children.

WORKING WOMEN'S HOSTELS: A SCHEME TO PROVIDE SAFE AND AFFORDABLE ACCOMMODATION UNDER MINISTRY OF WOMEN & CHILD DEVELOPMENT

Launched in 1972-73 as a Central Sector Plan Scheme, the Working Women's Hostels scheme seeks to promote women's economic empowerment by providing safe, affordable accommodation and conveniently located accommodation for working women, with day care facility for their children. As a part of the scheme the Government provides grant-in-aid for construction of new/ expansion of existing buildings for providing hostel facilities to working women.

KEY OBJECTIVES OF THE SCHEME

The objective of the scheme is to promote availability of safe and conveniently located accommodation for working women, with day care facility for their children, wherever possible, in urban, semi urban, or even rural areas where employment opportunity for women exist. To achieve this objective, the scheme assists projects for construction of new hostel buildings, expansion of existing hostel buildings and hostel buildings in rented premises. The working women's hostel projects being assisted under this scheme are made available to all working women without any distinction with respect to caste, religion, marital status etc., subject to norms prescribed under the scheme.

BENEFICIARIES

Following categories of working women and their children are covered under the Scheme:

- 1) Working women, who may be single, widowed, divorced, separated, married but whose husband or immediate family does not reside in the same city/area. Preference is given to women from disadvantaged sections of the society and there is reservation for physically differently abled beneficiaries.

- 2) Women who are under training for job provided the total training period does not exceed one year provided there is a vacancy available after accommodating working women. The number of women under training for job should not exceed 30% of the total capacity.
- 3) Girls up to the age of 18 years and boys up to the age of 5 years, accompanying working mothers are provided accommodation, with their mothers who may avail of the services of the Day Care Centre.

Working Women are entitled to hostel facilities provided their gross income does not exceed Rs. 50,000/- consolidated (gross) per month in metropolitan cities, or Rs. 35,000/- consolidated (gross) per month, in any other place. Further working woman are generally not allowed to stay in a hostel, assisted under this scheme for more than three years.

FINANCIAL ASSISTANCE AND CRITERIA FOR ELIGIBILITY OF ORGANISATIONS TO APPLY FOR ASSISTANCE

The Ministry of Women and Child Development has laid down the following conditions for giving financial assistance for construction/expansion of Working Women's Hostel under the scheme:

1. 75% of the cost of construction of the building of working women hostel only on public land.
2. Financial assistance for hostels to be run in rented premises. Amount of rent shall be as assessed by the State PWD/ District Collector. The rent received from the inmates shall be utilized for maintenance, house-keeping, security service, office establishment, expenditure towards water and electricity charges and any other support services other than mess.
3. One-time non-recurring grant at the rate of Rs. 7,500/- per inmate at the time of commencement of the hostel for purchase of furniture (including bed, table, chair, almirah etc.) and furnishings.

4. Grants for replacement of items like washing machines and geysers/solar water heaters will be sanctioned once in five years provided the hostel has been maintained properly during the preceding five-year period.
5. A matching grant (50:50) for building construction may be offered to the corporate houses under the Scheme on public land only.
6. The inter-se allocation for plan fund under this scheme shall be in the ratio of 87% for construction grant including furnishing, 10% for rented accommodation and upto 3% for inspection/ monitoring of the projects sanctioned under the Scheme.

The following agencies/ organisations can apply assistance under the scheme:

1. State Government agencies including Women Development Corporations, Women Finance Corporations etc.
2. Urban Municipal Bodies including Cantonment Boards
3. Panchayati Raj Institutions
4. SHGs (Self Help Groups)
5. Recognized Colleges/ Universities
6. Civil Society Organizations

CONTEMPORARY SITUATION

The Scheme has been revised in 2014-15. As per revised guidelines, Working Women are entitled to hostel facilities provided their gross income does not exceed ` 50,000/- consolidated (gross) per month in metropolitan cities, or ` 35,000/- consolidated (gross) per month, in any other place. When the income of any working women already residing in a hostel exceeds the prescribed limits, she will be required to vacate the hostel within a period of six of crossing the income limit. Implementing Agencies are also provided financial assistance for installing Solar Water Heating System/Geyser and providing Washing Machines for the use of inmates of the Hostel.

As per the Annual Report 2014-15 of the Ministry of Women and child development since its inception in 1972-73, 916 hostels have been sanctioned under the scheme all over the country benefitting about 68,656 working women along with 344 day care centres catering to 9,297 children.

Sl.	State	No. of Hostels	No. of Working Women	No. of Day Care Centres	No. of Children
1	Andhra Pradesh	37	2755	18	610
2	Arunachal Pradesh	12	591	4	95
3	Assam	14	799	5	79
4	Bihar	6	266	3	75
5	Chhattisgarh	10	486	3	60
6	Goa	2	120	0	0
7	Gujarat	26	1218	6	180
8	Haryana	20	1516	9	265
9	Himachal Pradesh	13	477	0	0
10	Jammu & Kashmir	5	360	2	35
11	Jharkhand	2	214	1	30
12	Karnataka	52	4753	19	470
13	Kerala	154	14750	88	2431
14	Madhya Pradesh	62	3438	12	371
15	Maharashtra	137	10317	47	1140
16	Manipur	19	1072	10	280
17	Meghalaya	3	214	1	15
18	Mizoram	4	149	0	0
19	Nagaland	18	1048	3	65
20	Odisha	29	1825	8	140
21	Punjab	14	1417	4	110
22	Rajasthan	39	1868	13	320
23	Sikkim	2	144	1	30
24	Tamil Nadu	96	6900	40	1052
25	Telangana	21	1427	5	220
26	Tripura	1	50	0	0
27	Uttar Pradesh	41	3190	16	494
28	Uttarakhand	7	538	2	90
29	West Bengal	38	2639	16	406
	Total	884	64541	336	9063
Union Territories					
30	Andaman & Nicobar				
31	Chandigarh	7	736	2	55
32	Delhi	20	3086	6	179
33	Pondichery	4	221	0	0
	Total	31	4043	8	234
	All India Total	915	68584	344	9297

Source: Annual Report of WCD. GOI 2014-15

As per the latest annual Report 2014-15 of the Ministry of Women and child development in the financial year 2014-15, a budgetary allocation of 25.00 crore was made for the construction of working women's hostel across the country, out of which 5.48 crore have been released upto 31 December, 2014.

WORKING OF THE SCHEME

The Department of Women and Child Development, Government of India launched a scheme for construction of Working Women Hostels (WWH) with day care centers in 1972-73 to promote greater mobility of women in the employment market. The main objective of the scheme is to provide suitable, safe and inexpensive accommodation to women residing in places away from their hometowns to be able to work. Women being trained for employment and girl students undergoing professional courses have also been made eligible for accommodation. Provision of day care for children of the inmates of the hostels is an important aspect of the scheme. The Scheme has been revised in 2014-15. As per revised guidelines, Working Women are entitled to hostel facilities provided their gross income does not exceed ` 50,000/- consolidated (gross) per month in metropolitan cities, or ` 35,000/- consolidated (gross) per month, in any other place.

Under this scheme Registered Societies, Trusts, Voluntary organizations, Local bodies, Co-operative Institutions engaged in the field of women's welfare, education, Public Sector Undertakings, Women Development Corporations, Educational Institutions & State Governments are eligible for financial assistance for the construction of the hostels. Provision of day care for children of the inmates of the hostels is an important aspect of the scheme.

Since its inception in 1972-73, 916 hostels have been sanctioned under the scheme all over the country benefitting about 68,656 working women.

PAST EVALUATION OF THE STUDY: A REVIEW

An important part of the norms of monitoring and evaluation of the scheme for working women's hostels is that the Ministry of Women and Child development may commission third party evaluation of the scheme at all India level after every 5 years. The State Governments are also allowed to commission any evaluation study for which a need is felt by the State Government. In the following sections we review some of the evaluation studies conducted in the recent past highlighting the main findings. This was an important component of the secondary desk research undertaken to understand the present situation and identify gaps and accordingly develop the study tools to check these during the evaluation process. Further it also establishes the current status of research on the subject

Study Report on 'Evaluation of Working Women's Hostels in the States of Andhra Pradesh, Gujarat, Madhya Pradesh and Maharashtra' was prepared by the Tirpude College of Social Work, Nagpur in 2001-2. The objective of the study was to evaluate the performance of working women's hostels in the light of objective of this scheme and the norms set by the Department of Women and Child Development, Government of India. This project was carried out in Working Women's Hostels located in the four states i.e. Andhra Pradesh, Gujarat, Maharashtra and Madhya Pradesh. It focused on socio – economic profile of working women staying in hostels, assessment of Infrastructural and other facilities in hostels and impact of stay in hostel on personal and family life of working women. Perception of the management, staff and local community leaders about the functioning of working women's hostels was included.

Major findings and recommendations

The research found that the organizations implementing the Working women's Hostels have by and large followed the norms prescribed by the Government and the Hostel Management Committees were functioning properly in majority of the hostels. It was also observed that there is no regular annual inspection of the hostels either by the State Government or by the Central Government. About 91 percent of the Working Women Hostels were not getting any maintenance grant from the government.

In terms of beneficiaries, it was reported that about 50 percent of the hostlers were from urban area and equal number of them came from a rural background. In almost all the cases, the women hostlers reported that their stay in the hostels has enriched their life as far as the physical, psychological, social and economic aspects are concerned. However, some of them have also reported a negative impact like feeling of loneliness, insecurity and criticism by relatives. The research found that a large majority (about 90 percent) of the hostlers were satisfied with the basic amenities provided to them in the hostels. They also observed that the relations between management and hostlers were good in about 90 percent of the cases.

The research also included the perception and opinions of other stakeholders about the working of the scheme. The community leaders reported that the facilities in the hostels were satisfactory but not up to the mark, hostels were not properly maintained, the buildings were not in good condition, the quality of food served to the inmates was poor and there was no proper arrangement for the health care of inmates. The staff working in the hostels complained that the staff strength was inadequate and they were paid at inadequate rates.

The research made the following recommendations.

1. The authorities of the Department of Women and Child Development should give at least one visit in a year and conduct on - spot inspection of each hostel. The respective State Governments is requested to give at least 50 per cent of the total expenditure incurred on maintenance of hostel as grants for maintenance to the Working Women's Hostels in their respective states.
2. For the unavailability of sufficient staff the research suggested that that the Department of Women and Child Development should prescribe a Staffing Pattern based on the strength of inmates in the hostel and that be made mandatory for all the hostels.
3. It is necessary that the Hostel Management Committees meet every month to review the regular working of the hostels.

4. Ministry should make it mandatory for all the hostels to regularly submit the quarterly/half yearly/annual reports to the Ministry of Women and Child Development.
5. The research observed that the present number of working women's hostels is far less than the requirement; therefore, they suggested that the Ministry of Women and Child development sanction more hostels in these states particularly in Gujarat and Madhya Pradesh.

Another **Evaluation Study of the Working Women's Hostels Scheme was conducted by the School of Gender and Development Studies, Indira Gandhi National Open University in March 2012** covering 236 hostels in five geographical zones i.e. North, South, East, West and North-East states. Interviews were conducted with the office bearers of the hostel management and the beneficiaries/ inmates to understand their assessment of Infrastructural and other facilities in working women's hostels and its impact.

Main observations and findings, the study team has drawn the following conclusions

1. The Organizations running the Hostels have followed the norms prescribed by the Government for construction of buildings, provision of amenities and facilities in the hostels, appointment of hostel staff and constitution of hostel Management Committees, maintenance of records of assets created out of Government grants and reservation policy in admission of inmates.
2. In majority of the cases the Government Grants have been utilized for the purpose for which they were sanctioned.
3. The Hostel Management Committees are functioning properly in majority of the hostels. However, only about 50 percent of the managements are submitting quarterly report to the Government.
4. It is observed that there is no regular annual inspection of the hostels either by the State Government or by the Central Government. Only about 50 percent of the hostels were inspected so far by the Inspection committees appointed by State/ Central Government.

5. About 91 percent of the Working Women Hostels are not getting any maintenance grant from the government. As a result the managements are charging higher fees and collecting charges at higher rates from the inmates.
6. Majority of the Working Women residing in the hostels are unmarried and only 24 percent are married. About 77 percent of the women staying in the hostels are Working Women.
7. About 50 percent of these women are from urban area and equal numbers of them have rural background.
8. A large majority of women preferred to stay in hostels because they felt more secure and protected in these hostels.
9. The average monthly expenditure of working women on room rent of the hostel was reported to be Rs. 300/- which they said was reasonable. However the average monthly expenditure on mess charges (food) was much higher. They also complained about heavy establishment charges imposed on them.
10. Majority (about 90 percent) of the hostellers was satisfied with the basic amenities provided to them in the hostels.
11. About 95 percent of the women hostellers have rated the overall management of the hostels as good. Similarly about 70 percent of them have rated facilities available around or in the periphery of the hostels as good. However, they were not satisfied with medical facilities.
12. In almost all the cases the women hostellers reported that their stay in the hostels has enriched their life as far as the physical, psychological, social and economic aspects are concerned. However, some of them also reported a negative impact like feeling of loneliness, insecurity and criticism by relatives.
13. The relations between management and hostellers were reported to be good in about 90 per cent of the cases. Similarly, the relations between staff and inmates and among the inmates were reported to be good in majority of the cases.
14. The community leaders reported that the facilities in the hostels were satisfactory but not up the mark, hostels were not properly maintained, the buildings were not in good condition, the quality of food served to the inmates was poor and there was no proper arrangement of health care of the inmates.

15. The staff working in the hostels complained that the staff strength was inadequate, they were paid at a very low rate, most of them were temporary in service and their grievances were not listened to.

RECOMMENDATIONS OF THE STUDY TEAM ON THE BASIS OF EVALUATION

1. Though the overall working of the WWH is satisfactory there is a scope for improvement in day-to-day management of these hostels. Hence, it is recommended that the authorities of the Ministry of Women and Child Development should give at least one visit in a year and conduct on - spot inspection of each hostel.
2. A number of WWH are charging high for the services provided in the hostels. This is mainly because of insufficient funds at the disposal of the management. It is, therefore, suggested that the respective State Governments be requested to give at least 50 per cent of the total expenditure incurred on maintenance of hostel as grants for maintenance to the Working Women's Hostels in their respective states
3. Though most of the organizations to which grants were released for construction of Working Women's Hostels have maintained proper record of the assets acquired out of grants the formats under which such records are made are not uniform in all the hostels. Hence, it is suggested that the format in which the records of acquired assets are maintained be prescribed by the Ministry of Women and Child Development and all the Managements be asked to keep the record of assets in this format only.
4. It was observed during the visits that the managements have not appointed sufficient staff necessary for day-to-day working of the hostels. We, therefore, suggest that the Ministry of Women and Child Development should prescribe a 'Staffing Pattern' based on the strength of inmates in the hostel and that be mandatory for all the hostels.
5. The Hostel Management Committees are constituted in majority of the hostels but the average number of meetings conducted in a year is around 2. It is necessary that the Hostel Management Committees meet every month to review the regular working of the hostels.
6. The State/Central Government through Inspection Committees conducts inspections of the hostels. However, inspection is not an annual feature. Hence, it is suggested that for

proper and efficient working of the hostels the Inspection Committee should visit the hostels every year.

7. We came across a number of hostels which did not submit Quarterly Progress Reports / and or Annual Reports to the State of Central Government or the Ministry of Women & Child Development. The Ministry should make it mandatory for all the hostels that they should regularly submit these reports at least to the Ministry of Women and Child Development.

8. The population of working women is increasing in every state. A large number of working women have to find out accommodation in a town or city unknown to them, The Working Women's Hostel is a safest place for them to stay. However, the present number of working women's hostels is far less than the requirement. This picture was seen in all the states covered by the study. The study team, therefore, suggest that the Ministry of Women and Child development should sanction more hostels in these states.

The Parliamentary Committee on Empowerment of Women examined the subject "Hostel Accommodation of Working Women" during 2005-06. The Committee was critical of the low level of achievement and lags in implementation of the scheme by the Ministry of Women and Child Development.

The Parliamentary Committee made recommendations to revamp of the scheme to address the different problems found with the Scheme. The following difficulties have been noticed in the implementation of the Scheme:

1. Pace of construction of hostels by the organizations to whom grants have been released is very slow.
2. In some cases, although the building has been constructed no working woman was found staying in the hostel, there is often vacancy and often the hostel was underutilized or not being utilized for the purpose for which it was sanctioned for reasons such as distance for the commercial area or main part of the town/city.

3. There is not enough demand from organizations for financial assistance as the Scheme provides partial financial assistance and the organization is required to meet the balance requirement of funds from its own source.
4. Large ready-built buildings for the purpose of working women hostels are either not available in residential or commercial areas or they are expensive and unaffordable.
5. As per the data compiled by the Ministry of Labour and Employment, the number of women employed in the organized sector in the country went up from 49.34 lakh as on 31.3.2004 to 50.16 lakh as on 31.3.2005. Contrasted with women entering the workforce in increasing numbers, there have been very few proposals for new hostels in the recent past, particularly proposals from metropolitan cities where the requirement is acute. As a result of this, the financial and physical targets set during the Ninth and Tenth Five Year Plan could not be achieved fully.
6. According to Para 6.1 of the Report of the Comptroller and Auditor General of India for the year ended March 2003 pertaining to the Union Government (Report No.2 of 2004), grants totaling Rs. 39.58 crore released under the scheme to NGOs and other bodies during 1978-79 to 2000-01 towards construction of 223 hostels went waste as the hostel buildings were incomplete as of March, 2003. In this connection, some of the hostels referred to in the Para have been complete and functional but are being reflected as incomplete in the records of the Ministry of Women and Child Development on account of the inability of the grantee organization to submit the prescribed completion documents.

In light of the above mentioned issues the Parliamentary Committee made recommendations to revamp of the scheme and talked of greater involvement of the Ministry and State Governments both with respect to the creation of hostel accommodation for working women and management and monitoring of the hostels.

2.1 OBJECTIVES OF THE STUDY

6. To identify the key achievements, short comings in the implementation of the scheme and suggest corrective measures to make the scheme more effective.
7. To assess the specific requirements of Hostels in Metropolitan cities and understand views of implementing agencies for improving the functioning of the Hostels.
8. To assess the capability and effectiveness of the organizations receiving grant-in-aid from the Ministry and compare the functioning of the hostels run by the different organizations such as State Government/NGOs/other organizations.
9. To understand the housing needs of working women, reasons for staying in the hostel, satisfaction with hostel facilities and suggested improvements.
10. To study the socio-economic profile of beneficiaries such as age, education, employability, Salary, family background.

2.3 APPROACH AND METHODOLOGY

Universe

The universe of the study was Working Women's Hostels sanctioned by the Ministry of Women and Child Development, GOI under the scheme of working women's Hostels.

SAMPLING DESIGN

Selection of Cities

A total 11 Metropolitan cities including Dehradun and Bhopal were covered under the evaluation study. This was done in consultation with the Ministry. In the meeting held on 6.10.2015, the Research Advisory Committee (RAC) of the Ministry of WCD suggested that the study should cover the status of Working Women Hostels in metropolitan cities of the

country where educated women migrate from all over the country due to availability of better employment opportunities and there is vast demand for safe accommodation. It also recommended that Bhopal and Dehradun should be included in the study. These cities were selected in consultation with the Ministry.

Selection of Hostels

All the hostels sanctioned under the scheme in 11 selected cities were covered under the study. List of hostels of the selected cities was obtained from the Ministry of Women and Child Development and all hostels of selected cities were selected and covered.

Population of selected cities according to the 2011 Census Provisional population results is given in Table 2.1².

Sl.	City	State or Union Territory	Population
1	Mumbai	Maharashtra	12,442,373
2	Delhi	Delhi	11,034,555
3	Bangalore	Karnataka	8,443,675
4	Hyderabad	Telangana	6,731,790
5	Ahmedabad	Gujarat	5,577,940
6	Chennai	Tamil Nadu	4,646,732
7	Kolkata	West Bengal	4,496,694
8	Surat	Gujarat	4,467,797
9	Lucknow	Uttar Pradesh	2,817,105
10	Bhopal	Madhya Pradesh	1,798,218
11	Dehradun	Uttarakhand	578,420

Total 9 metropolitan cities and two other cities namely Bhopal and Dehradun were covered. Total 126 working women's hostels were covered under the study. In addition, all Day Care Centres attached with the sample hostels were also studied.

² Source: Wikipedia

Selection of Implementing Organizations

All the implementing agencies of sample hostels both Non Government Organizations and State Government or its body's vis-à-vis were covered under the study. List of implementing organizations and Hostels was obtained from the Ministry.

Head of the Organization/Project Manager/Warden of Hostel

Information was collected from the Head of the organizations/ Warden of hostel to assess the plan of action, execution and management of the Hostel, organizational frame work, no. of staff members, their qualification and training, role and responsibilities of the staff, system adopted for identification and engagement of staff, infrastructure, basic facilities, programme and administrative budget, existing policies and programmes, measures taken for speedy and effective implementation of the scheme, monitoring system, documentation and reporting, overall achievement, functioning of the Hostels, problems faced and prospects of the Hostels.

Detailed information was collected from each hostel and implementing organization. Following records and documents were collected and reviewed by the Evaluation Team –

- List of Beneficiaries
- List of Project Staff
- Financial Records
- Progress Reports
- Annual Report
- Other relevant documents

The interview of Hostel Incharge/Warden was undertaken to get details about various aspects of the sanctioned project including organization's background, infrastructure, programmes undertaken, target and achievement, fund utilization, records keeping, beneficiaries, problems faced, needed facilities, suggestions, etc. Information received from the hostel Incharge/Warden was verified and correlated with during field observations.

Project/ Hostel Staff

Concerned project staff of the hostel was interviewed to find out the overall functioning of the hostel, problems faced, remedial measures and prospects of the programme.

Beneficiaries

A list of working women beneficiaries including single, widowed, divorced, separated, married, women from disadvantaged sections of the society and physically challenged women was obtained from the Warden. All the available working women at the hostels and given their consent for giving required information during team visit were interviewed.

Working Women Non-Beneficiaries

A list of working women (non-beneficiaries) lived nearby the hostel area was prepared and 1-2 working women from each hostel area were interviewed in order to know their need of hostel in the area and the reasons for not living in the hostel.

Stakeholders

Concerned Officials of Project Sanctioning Committee (PSC) of Ministry of Women & Child Development, State Level Empowered Committee (SLEC), the State Government/District Women's Welfare Committee, District Authority, etc. were interviewed. Consultation meetings were held with the concerned officials of these organizations to study their role in delivery, their opinion about the advantages and disadvantages of the scheme, problems faced by them. Relevant related documents and reports of the scheme was also collected from the agencies to analyze them.

Table 2.2 Sampled Covered			
Sl.	Name	Total No.	% of total Hostels
1	Hostels Covered		
	1 Working	68	54%
	2 Not Working/Not Established	14	11%
	3 Not Supported	5	4%
	4 Not Found/Not Existing	8	6%
	5 Duplicate in list	10	8%
	6 Not Received Grant	6	5%
	7 Established Other Districts	15	12%
	Sub-Total	126	100%
2	Beneficiaries	1846	
3	Non- Beneficiaries	138	
4	Project Staff	96	
5	Stakeholders	16	
	Overall	2223	

Total 2223 respondents were interviewed.

Instruments Used for Data Collection

Primary and secondary data was collected and analyzed for this study. Data on guidelines, finances, monitoring reports and publicity material was collected through secondary sources, such as the Ministry of Women and Child Development. Information on aspects relating to the functioning of the scheme – sanction and release of funds, administration & maintenance of hostels, perception of beneficiaries and non beneficiaries and the impact of the scheme was collected through interviews in the field. The customized interview schedules were prepared and executed in the field after due consultation with the Ministry (See **Annexure**) for the following -

- Implementing Agency/Hostel
- Beneficiaries
- Non-Beneficiaries
- Other Stakeholders
- Project Staff

Data Analysis

The data collected was checked and edited for consistency and accuracy. Validation of data and cross verification of data was also undertaken. On the basis of codebooks, information in completed interview schedules was coded. Subsequently, data was fed into computer and processed using software such as SPSS and Microsoft Excel. Throughout, suitable and simple statistical techniques and tests were applied. The present report presents the findings and analysis of the evaluation study.

Internal Quality Checks

Given the geographical extent of the study and vast amount of primary and secondary data, two research teams were formed and fieldwork was started in two cities simultaneously to ensure completion within the stipulated time frame. Data editing and data entry was started just after the commencement of data collection process. A progress Report was submitted to the Ministry detailing the study tools, data collected and proposed chapter plan for review and suggestions.

The members of the research teams were given a detailed orientation and training on the subject matter, establishing rapport and field data collection techniques. Spot training of the field staff was also conducted on regular basis during field work. The work of Research Investigators, who conduct interviews and collect data, was closely monitored using following strategies-

- Supervision of the fieldwork by Consultant and senior staff members
- At least 10% verification of filled in interview schedules on random basis by the Supervisors.
- Daily cross-checking of completed interview schedules by the supervisors at the end of each field-work day.
- Verification and cross-checking by Project Director
- Editing and coding of the filled interview schedules before data entry.

Data editing and data entry was started just after the commencement of data collection process. A progress Report was submitted to the Ministry detailing the study tools, data collected and proposed chapter plan for review and suggestions.

This process of internal checks is stringently followed and on the basis of the data analysis thus conducted the present report has been submitted to the sponsoring agency for review.

Limitations of the Research Study

This evaluation study was constrained both methodologically and in practical terms by the following factors:

1. One of the biggest constraints was that since the scheme has been in running since 1972-73, data for the construction and infrastructural details of a large number of hostels could not be found in the state and district offices. Many of the hostels had been converted into other facilities such as skill training centres, offices and so on and the officials had no documents or recollection of the existence of working women hostels at the same location.
2. Updated list with complete contact details of implementing agencies and hostels was not available at the Ministry.
3. At many of the study sites the hostels mentioned in the list provided by the ministry were non-existent.
4. The research team did not get the necessary access to documents such as hostel management committee reports, half yearly progress reports as in most cases the implementing agencies had either not submitted these or they could not be located in the state offices.
5. Another constraint was that the main beneficiary group comprised of working women. Interviews were held at the site of the hostels. Women were constrained for time as they had to report to work and in the evenings they were too tired, thus they were not keen on lengthy interactions with the field investigators.

Notwithstanding these imitations this evaluation study makes an important contribution of highlighting the contemporary scenario of working women's hostels in cities, their facilities, perspectives of the implementing agencies, beneficiaries and non-beneficiaries. It highlights the strengths, weaknesses, opportunities and threats that effect the scheme and make a tangible set of recommendations to improve the working of the scheme on the ground.

Since its inception in 1972-73, 916 hostels have been sanctioned under the MoWCD Working Women's Hostel scheme all over the country benefitting about 68,656 working women. The evaluation study covered 126 working women's hostels across 11 cities financially supported by the MoWCD scheme to evaluate the services provided/received by the inmates and assess deviation from the norms of the Scheme in running of the hostels.

Sl.	Name of the City	No. of Sample Hostels							
		Hostels Functioning		Hostels Non Functioning		Others		Total	
		No.	%	No.	%	No.	%	No.	%
1	Delhi	10	53%	2	11%	7	37%	19	100%
2	Dehradun	0	0%		0%	2	100%	2	100%
3	Bhopal	4	44%	1	11%	4	44%	9	100%
4	Lucknow	3	50%	1	17%	2	33%	6	100%
5	Mumbai	15	63%	1	4%	8	33%	24	100%
6	Ahmedabad	4	50%		0%	4	50%	8	100%
7	Surat	1	50%		0%	1	50%	2	100%
8	Kolkata	4	57%	1	14%	2	29%	7	100%
9	Bangalore	13	65%	2	10%	5	25%	20	100%
10	Hyderabad	4	50%	3	38%	1	13%	8	100%
11	Chennai	10	48%	3	14%	8	38%	21	100%
	Total	68	54%	14	11%	44	35%	126	100%

Note: Other Specified- Duplicate in Hostel List, Established in other State, Not Received Grant, Not Supported and Not Found

When field investigators visited the listed sites of the hostels, it was found that 68 hostels were fully functional while 14 hostels were not functional. 44 hostels were not found existing on the ground at the specified address for a variety of reasons such as duplication in the list, established elsewhere, non-receipt of government grant and so on.

**Table 3.2
Details of Others**

Sl.	Name of the City	Not Found/ Not Existing		Duplicate in Hostel list		Not Received Grant		Established in Other Districts		Not Supported		Total	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
		1	Delhi			1	14%	5	71%			1	14%
2	Dehradun	1	50%					1	50%			2	100%
3	Bhopal	2	50%	2	50%							4	100%
4	Lucknow									2	100%	2	100%
5	Mumbai	1	13%	1			0%	6	75%			8	100%
6	Ahmedabad	2	50%					2	50%			4	100%
7	Surat			1	100%							1	100%
8	Kolkata									2	100%	2	100%
9	Banglore	1	20%	1				3	60%			5	100%
10	Hyderabad							1	100%			1	100%
11	Chennai	1		4	50%	1	13%	2	25%			8	100%
	Total	8	18%	10	23%	6	14%	15	34%	5	11%	44	100%

In Chennai 8 hostels listed in the MoWCD were not found, and there were 8 such hostels in Mumbai and 7 such hostels in Delhi. In Dehradun both the listed hostels were not located at the specified address. Of the 44 hostels that were not found to be existing during field investigations. In over one third (34%) of the cases the allocated site for the hostel was found unsuitable and hence the hostel was constructed in other districts in the same state. In 18% of the cases the hostels, grant was not received from the ministry.

In another 16% there was duplication in the hostel list. For example four hostels in Chennai, one hostel in Delhi, one hostel in Surat and the hostel in Dehradun were duplicated in the list to show inflated figures. 20% of the listed hostels were found non-existent. In some cases other services were being provided. For example the working women’s hostel to



Mahila Mangal Foundation, Dakshinapuri, Delhi

be built by Mahila Mangal Foundation, Dakshinapuri, Delhi was never established as a hostel but as Vocational Training Centre at the same site.

Similarly in Hyderabad, the Hostel building was converted to District Women Skill Development Training Institution, as the selected site was found unsuitable for a hostel. In another case in Delhi where the implementing agency is Balika Imdad Committee, Chelmsford Road the hostel building is being used as ALMICO (Artificial Limbs Manufacturing Corporation India under Ministry of Social Justice and Empowerment). Other such examples are mentioned in the table below.

For example

In some instance the hostels were closed due to lack of maintenance, financial problems or other issues. For example the hostel building implemented by the Red Cross Society in Bhopal, was converted to a hospital after the old hospital collapsed due to old construction and rain. In another instance the Working Women’s hostel of All Bengal Women’s Union was closed in May 2002 due to financial problems. In another case in Hyderabad, the hostel implemented by Telangana Yuvathi Mandali since 1975 was closed due to stand off between the hostel management committee and hostel inmates who were allegedly violating hostel rules and agitating. The management committee resolved not to run the hostel and returned the building funds to central government in 1996.



Red Cross Hospital, Bhopal



Telangana Yuvathi Mandali

In other case of the working women’s hotel in Uttar Pradesh whose implementing agency is Rashtiya Mahila Sansthan, Lucknow, only the first installment was received by the agency at rates sanctioned in 2002. There is disagreement between government and implementing agency about the price of construction, government is willing to give the money at 2002 rates while the organization has cited financial constraints, therefore there has been no construction.

The reasons differed on a case-to-case basis. These are elaborated in the table below.

Table 3.3				
List of the Hostels Found Non-Functional/others and Reasons thereof				
Sl.	State	Name of Hostels Found		Reasons thereof
		Non-Functioning/Others		
1	Delhi	1	Balika Imdad Committee, Balika Chaman, Chemsford Road	The hostel building is being used as ALMICO (Artificial Limbs Manufacturing Corporation India under Ministry of Social Justice and Empowerment)
		2	Mahila Mangal Foundation, A Block, Dakshinpuri	Hostel was never established as a working women hostel but as vocational training center at the same site
		3	All India Women's Conference, 6, Bhagwan Dass Road, Location- New Delhi	Funds Not Received from government
		4	Mahila Imdad Committee, Balika Chaman, Chemsford road, New Delhi	Funds Not Received from government
		5	Mahila Mangal, A Block, Dakshinpuri, J.J.Colony, New Delhi-110062	Funds Not Received from government
		6	New Delhi Municipal Council, Palika Kendra, New Delhi, Location- Laxmi Bai Nagar	Funds Not Received from government
		7	NDMC, Bhagwan Das Road, New Delhi, Location- Mandi House	Funds Not Received from government
		8	St. Stephen Hospital Society, Tis Hazari, Delhi-110054	Duplicate entry to inflate list of working women hostels
			9	Jamia Millia Islamia, Jamia Narar, New Delhi-110025, Location- New Delhi
2	Bhopal	10	Indian Red Cross Society in Bhopal	The building collapsed in the rains since the construction had become very old. In its place Indian Red Cross Society Bhopal was converted to a hospital.

		11	Bhopal Women's Association, 32, Shamla Road, Bhopal	Duplicate entry to inflate list of working women hostels
		12	Bhopal Women's Association, 32, Shamla Road, Bhopal	Duplicate entry to inflate list of working women hostels
		13	M.P. Shaskiya Karmachari Kalyan Kendra Kalyani Hostel, 1454 Quarters. T.T. Nagar, Bhopal Location- University Campus Area, Bhopal	For Extension
		14	M.P. Shaskiya Karmachari Kalyan Kendra Kalyani Hostel, 1454 Quarters. T.T. Nagar, Bhopal Location- University Campus Area, Bhopal	For Extension
3	Lucknow	15	Rashtriya Mahila Sanasthan, River Bank Colony, Pramila Srivastava Marg, Lucknow	Due to Financial constraints, construction was not started
		16	U.P. Women's Development Corporation Ltd.	Space allocated to the hostel is being used as a Nigam Office (Mahila Shashaktan Nigam) with the permission of Govt. Now it is known by the name ELDICO, UDYAAN 1, Gate No. 3, Bangla Bazar, Lucknow
		16	Abhinay Repertory Theatre and Research Institute, B-403, Gopala Apartment, 50, Ram Tirth March, Lucknow	Not Supported
4	Mumbai	17	Mahila Arthik Vikas Maha Mandal Ltd, CDO Barrack No.9 Opp.Yogakshema, madam Cama Road Bombay	The field team observed women selling tea and breakfast in the name of Mahila Arthik in front of the LIC building. The women stated that there was no working women hostel in existence, but they had constituted an SHG of the same name under whose aegis sold tea and breakfast. The field team inquired in the employment office, who had no knowledge of the working women's hostel. The field team also contacted the local police station, from where they were asked to go to the PWD office.

		18	Annapurna Mahila Mandal, Dadar, Bombay Location- Dadar Mumbai	Not Found at the stated location
		19	Mahila Arthik Vikas Maha Mandal Ltd, CDO Barrack No.9 Opp.Yogakshema, madam Cama Road Bombay 400021 Location- Andheri Mumbai	Not Found at the stated location
		20	Mahila Arthik Vikas Maha Mandal Ltd, CDO Barrack No.9 Opp.Yogakshema, madam Cama Road Bombay 400021 Location- Andheri Mumbai	Duplicate entry to inflate list of working women hostels
		21	Shardhnanda Mahila Ashram,(HWR Home Society)Shradhanand Road, Kings Circle Matunga,Bombay-	Located in another district
		22	All India SC/ST Officers Welfare Association,Bombay Location-Washi	Located in another district
		23	Indian Women'sScientists Association, C/0IndianGymkhana, K A Subramaniam Road Kings Circle, Matunga Bombay - 19 Location- Washi Bombay	Located in another district
		24	West Khandesh Bhagini Seva Mandal Vidyanagar, Deopur Dhule 424002 Location- Plot No. 37 Sector-10 Sanpada	Located in another district
		25	Indian Women Scientists Association Plot No.20 Sector 10-A, Vashi Navi Mumbai 400703 Location- Plot No. 20 Sector 10-A Vashi Navi Mumbai	Located in another district

		26	Smt Kesarbai. Bhimani Working Women's Hostel Committee(Lotus Trust) Mumbai Branch of AIWC Savitri Sadan, N/S 12th Road, JVPD Scheme, Mumbai-400049 Location- CTS No. 337,40 JN of MS Road No.13, Juhu Mumbai	Located in another district
5	Ahmedabad	27	Gujarat Stree Pragati Mandal, c/o Smt. Manorama Meta, Akshi Bunglow, opp. Vidyapeeth, Ashram Road, Ahmedabad Location- Ahmedabad	Not Found at the stated location
		28	Gujarat Vidyapeeth, Ahmedabad Location- Ahmedabad	Not Found at the stated location
		29	Kheda Jilla Bal Kalyan Sangh Nilgiri Hostel, Vallabh Vidyanagar- 388120 Location- Survey No. 1854 Vallabh Vidyanagar Kheda	Located in another district
		30	Kutch Distt. Samaj KalyanMandal Adipur, KutchLocation- Gandhidham	Located in another district
6	Surat	31	All India Women's Conference, Baisant Road Surat Location- Surat	Duplicate entry to inflate list of working women hostels
7	Kolkata	32	All Bengal Women's Union, 89, Elliot Road, Calcutta 16	Hostel was closed in May 2002 due to financial problems
		33	Association of Social Health in India, West Bengal, 9 Ashok Avenue, Bansdroni, Kolkata	Not Supported
		34	Saroj Nalini Dutt Memorial Association, 23/1, Ballygunj station road, Calcutta	Not Supported

8	Bangalore	35	Chousan Education, Society Bangalore.	<p>The field team visited the said address and surveyed the area around New well road and MLA layout. The team interacted with local residents but no one had heard of Shakuntala Mahel. One of the oldest residents who had been residing in the colony for 10 years stated that that there was no society by this name.</p> <p>One P.G. named Anushiman (no. - 93410003498), which was comprised of only girls. Nobody was owner of the P.G. by the mentioned name nor did any society existed over there by such name.</p>	
		36	Janatha Trust,H.No. 4, Sheshadri Road, Bangalore-560009	The field team met the trustee of the organization Mr. Prabhakar. He stated that in 1992-93 the trust was awarded the work of constructing 880 hostels, which was started in Raichor district. However owing to shortage of funds the hostel was left incomplete. The trust applied to the ministry for more money but was refused further grants. Therefore the hostel was never completed. A report detailing the above including UC was submitted to ministry.	
			37	VMVV Sangha, Hungund Karnataka	Not Found at the stated location
			38	University Women's Association 9/1 Madras Bank Road, Bangalore-560001	Duplicate entry to inflate list of working women hostels
			39	Indian Council of Social Welfare Karnataka Branch22/3, Rest House Road, Bangalore 560001	Located in another district
			40	Kamala Krishna Education Society I Cross, Banerghatee Road, Bangalore	Located in another district
			41	Kittur Rani Channamma Memorial Trust Kittur District Bangalore	Located in another district

9	Hyderabad	42	Andhra Yuvati Mandali, Barkatpura	Hostel was closed due to stand off between the hostel management committee and hostel inmates who were allegedly violating hostel rules and agitating. The management committee resolved not to run the hostel and returned the building funds to central government in 1996.
		43	Snehalayam (Regd) Gunfoundary, 6-1-316/A, Walker Tower, Padmarao Nagar, Secunderabad	Hostel land was given on lease to the Implementing agency. Land was taken by M/S LITTLE SISTERS OF THE POOR (Home for the Aged) in July 2007. Since 1st January 2014 the hostel has not been functioning. In July 2015 the building was demolished as per the direction of GHMC, Secunderabad
		44	Telangana State Cooperative Development Cooperation	Hostel building was converted Durgabai Mahila Sisu Vikas Kendram, District Women Skill Development Training Institution
		45	Sri Venkateswara University, Tirupati-517002 Location- University Campus	Located in another district
10	Chennai	46	Bharani Swadhi Educational Trust, No. 4, Basement, 1st Main Road, Kasturi Nagar, Adyar, Chennai.	The field team was told that the Director of the organization had informed the ministry in 2010-11 that the hostel was no longer functional. However the organization had no record of the above-mentioned letter and claimed that it was burnt in an office fire in 2012. the field team viisted the office and interacted with the officials of the Trust but most were either not aware of its existence or stated that the hostel had long shut down.

		47	Madras Seva Sadan, Chetpur, 5, Harrington Road, Chennai-31	<p>This organization got the grant for construction of the hostel in 1973-74. The hostel was built and in use until 31-3-2012. However by this time the condition of the Building had deteriorated. The Ministry was requested for grants for the repair work but no help came. Since the hostel was run on a no profit no loss basis the organization did not have any funds for the repair work. This resulted in it closing on 31-3-2012. The DSWO was notified about the same on 21-9-15.</p> <p>Now the hostel building has been demolished and a school has been established in its place.</p>
		48	Avvai Home, 16 Besant Road, Adayar, Madras - 600001	<p>DSWO informed the field team that the concerned working women hostel had closed down which was duly notified in a letter dated 2-9-2015 (copy attached)</p> <p>The organization got the grant from WCD GOI in the year 1987-88 and hostel was in existence and functional until 31-3-15. However the condition of the hostel had deteriorated and since no further grants were given for maintenance it was closed.</p> <p>The field team visited the hostel building. The building was in ruins and not livable. The roof had fallen and the gates had been locked by the organization.</p>

		49 Stree Seva Mandir, 66, Bazullah Road, Madras-17	<p>DSWO informed us that the said hostel was non- functional but no letter had been sent to the Ministry. When the field team reached the address and enquired about the working womens hostel they were informed that no grant was taken from the Ministry for building a working women hostel.</p> <p>The organization was implementing no hostel and were only running an old age home and children's home. The Ministry website wrongly notified the organization as running a working women's hostel.</p>
		50 Corporation of Madras, Rippon Building Madras	<p>DSWO informed the field team that the concerned organization was a government agency and they did not get any grant for building construction from WCD GOI.</p> <p>They had built the hostel from their own money and this hostel was located in Madurai district not Chennai.</p>
		51 Young Women's Christian Association, Poona Mallee High Road, Madras-600084	Duplicate entry to inflate list of working women hostels
		52 Punjab Association, Peters Road, Madras-600034Location- Madras	Duplicate entry to inflate list of working women hostels
		53 Women's India Association, 43, Greenways Road, Madras, Location- Madras	Duplicate entry to inflate list of working women hostels
		54 Avvai Home, 16, Besant Road, Adayar, Madras-600001	Duplicate entry to inflate list of working women hostels

		55	Bhaktavatsalam Memorial Trust, 596, A1 & A2 TNHB Colony Periyar Nagar, Korattur, Madras-600080 Location- Korattur Village Saidapet Taluk, Chingleput District Madras	Located in another district
		56	Bharani Swadhi Educational Trust, No.4, Basement, Ist Main Road, Kasturi Nagar, Adyar, Madras-20 Location- Madras	Located in another district
11	Dehradun	57	Mahadevi Kanya Pathshala College Society, New Road Dehradun Location- Dehradun	Not Found at the stated location
		58	U.P Mahila Kalyan Nigam Ltd. Lucknow Location- Dehradun	Located in another district

3.1

FUNCTIONAL HOSTELS

The field teams investigated 126 hostels and found 68 working women's hostels across 11 states fully functional. Data was collected from the beneficiaries and other representatives of these hostels to evaluate the provision of services as per Ministry prescribed norms.

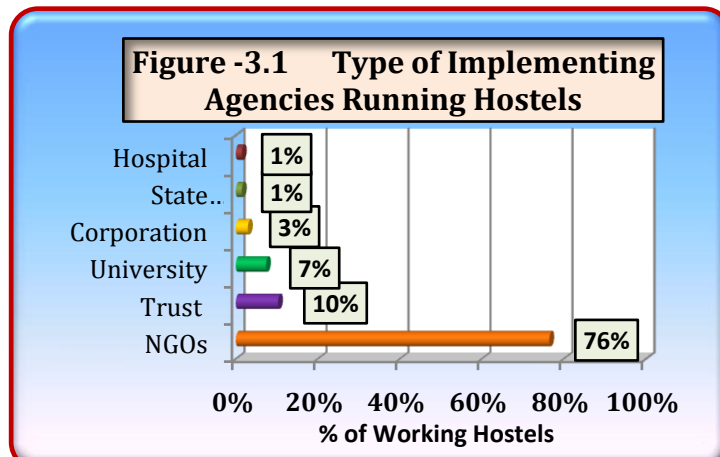
3.1.1 IMPLEMENTING AGENCY - As per the norms specified in the scheme document the implementing agencies eligible for assistance from MoWCD are:

- State Government agencies including Women Development Corporations, Women Finance Corporations etc.
- Urban Municipal Bodies including Cantonment Boards
- Panchayati Raj Institutions
- SHGs (Self Help Groups)
- Recognized Colleges/ Universities
- Civil Society Organisations

Sl.	Name of the City	No. of Working Hostels												Total	
		University		State Department		Corporation		NGO/		Trust		Hospital			
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
1	Delhi	1	10%					6	60%	2	20%	1	10%	10	100%
2	Bhopal			1	25%			3	75%					4	100%
3	Lucknow					1	33%	2	67%					3	100%
4	Mumbai							15	100%					15	100%
5	Ahmedabad	1	25%					2	50%	1	25%			4	100%
6	Surat							1	100%					1	100%
7	Kolkata							4	100%					4	100%
8	Bangalore	3	23%					6	46%	4	31%			13	100%
9	Hyderabad					1	25%	3	75%					4	100%
10	Chennai							10	100%					10	100%
	Total	5	7%	1	1%	2	3%	52	76%	7	10%	1	1%	68	100%

Note: As per list there were two hostels established in Dehradun but one hostel was not found in Dehradun and another hostel was established in the Lucknow

Of the 68 functional hostels covered under the study in 86% hostels the implementing agency was a Civil society organization (including Trust) which met the prescribed conditions such as recognized institution, proven track record of working in the fields of



women's welfare, sound financial position and run the hostel and the Day-care Centre for pre-school children on a no-profit basis. In Mumbai, Kolkata, Chennai and Surat all the functional working women's hostels constructed with MoWCD support were implemented by a civil society organization. 7% of the working women's hostels were executed by a recognized University.

Sl.	Name of the City	Year of Established										Total	
		Upto 1975		1976-1985		1986-1995		1996-2005		2006- 2013			
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
1	Mumbai	3	20%	5	33%	4	27%	2	13%	1	7%	15	100%
2	Delhi	2	20%	2	20%	3	30%	2	20%	1	10%	10	100%
3	Banglore	3	23%	3	23%	4	31%	1	8%	2	15%	13	100%
4	Hyderabad	2	50%	0	0%	2	50%	0	0%	0	0%	4	100%
5	Ahmedabad	0	0%	3	75%	0	0%	1	25%	0	0%	4	100%
6	Chennai	4	40%	3	30%	1	10%	2	20%	0	0%	10	100%
7	Kolkata	0	0%	1	25%	3	75%	0	0%	0	0%	4	100%
8	Surat	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%
9	Bhopal	2	50%	0	0%	2	50%	0	0%	0	0%	4	100%
10	Lucknow	1	33%	1	33%	1	33%	0	0%	0	0%	3	100%
	Total	18	26%	18	26%	20	29%	8	12%	4	6%	68	100%

Of the 68 functional hostels covered under the study, 18 hostels (26%) were established from the inception of the scheme to 1975. 18 (26%) hostels were established between 1976-85, 20 (29%) were established in the decade from 1986-95. Thus 81% of the hostels were constructed between mid 1970s to mid 1990's. Only 12 hostels (18%) have been constructed during the period of 1996 to 2013.

3.1.2 PATTERN OF GRANT –IN AID FOR CONSTRUCTION/ EXPANSION OF HOSTEL FACILITIES

The main function of the MoWCD scheme is provision of grant-in- aid for construction of new/ expansion of existing buildings for providing hostel facilities to working women in cities. For construction of hostel buildings the pattern of release of the approved grant for construction cost for new hostels is in 3 installments, in the ratio of 50:40:10. The one-time grant for purchase of furniture and common area facilities is released with the final installment of 10% of the construction cost.

1. First installment is released with the sanction of the Project.
2. The second installment is released when the implementing agency has already spent the previous installment along with its own proportionate share of cost in the construction of the building. The release of the second installment requires the implementing agency to submit the following documents
 - Certificate from the concerned District Women’s Welfare Committees (DWWC) about satisfactory progress of construction;
 - Utilization Certificate (UC) of the previous installment and duly certified consolidated statement of the actual expenditure;
 - Statement indicating Half Yearly physical progress on the construction work in prescribed format and
 - Dated postcard-sized colour photographs showing physical progress of the construction work from at least four corners. This must include one photograph of the name board of the implementing agency mentioning that the hostel building is being constructed with the financial assistance of the Ministry of Women and Child Development in both Hindi/ Official language of the state and English.
3. The third and final installment of 10% along with the one-time grants mentioned above will be released (reimbursed) on the completion of the construction, provided the following documents are forwarded by the State Government with their recommendation:
 - A Completion certificate from State PWD/ CPWD/ Housing Board.

- Duly Audited consolidated Utilization Certificate and Statement of Expenditure incurred on the construction of building.
- Dated photographs of at least four corners of the building, front elevation, side elevation and one close up showing the name board mentioning that the hostel building has been constructed with the financial assistance from the Ministry of Women and Child Development.
- Inspection Report from the DWWC, giving the details of general condition of the hostel and facilities provided in the hostel along with the details of present and approved occupancy.
- Copies of the working women hostel bye-laws framed in accordance with the guidelines and norms prescribed in the Scheme.

Sl.	Name of the City	Average Amount (Rs.)		% of Sanctioned
		Sanctioned	Received	
1	Mumbai	3,729,532	2,386,236	64%
2	Delhi	2,081,786	1,696,564	81%
3	Bangalore	3,565,512	2,466,300	69%
4	Hyderabad	2,272,000	1,722,000	76%
5	Ahmedabad	915,225	875,475	96%
6	Chennai	1,496,497	1,266,189	85%
7	Kolkata	1,272,202	941,728	74%
8	Bhopal	1,457,121	1,352,424	93%
9	Lucknow	8,631,000	5,678,301	66%
	Total	2,408,843	1,836,315	76%

Field data revealed that on an average the 68 fully functional hostels across 9 cities had received 76% of the sanctioned grant in aid from the MoWCD. Implementing agencies in Ahmedabad (96%) and Bhopal (93%) have received over ninety percent of the sanctioned amount; Chennai (85%) and Delhi (81%) have received over eighty percent of the sanctioned amount while Hyderabad (76%) and Kolkata (74%) have received nearly 3/4th of the sanctioned amount.

Sl.	Name of the City	No. of Working Hostels						Total	
		Yes		No		DK/No Response		No.	%
		No.	%	No.	%	No.	%		
1	Delhi	1	10%	5	50%	4	40%	10	100%
2	Bhopal	0	0%	3	75%	1	25%	4	100%
3	Lucknow	0	0%	1	33%	2	67%	3	100%
4	Mumbai	3	20%	7	47%	5	33%	15	100%
5	Ahmedabad	0	0%	4	100%	0	0%	4	100%
6	Surat	0	0%	0	0%	1	100%	1	100%
7	Kolkata	2	50%	1	25%	1	25%	4	100%
8	Bangalore	0	0%	9	69%	4	31%	13	100%
9	Hyderabad	1	25%	1	25%	2	50%	4	100%
10	Chennai	2	20%	6	60%	2	20%	10	100%
	Total	8	12%	28	41%	15	22%	68	100%

Note: Type of Problem- Several times approached to Govt. for last payment but not received

Interviews with representatives of the implementing agencies revealed that 41% faced no problem in receiving timely installments of the grants from the Ministry. 12% stated that they faced problems in getting the grant in aid as per sanctioned expenditure from the Ministry especially the last 10% installment was not received

Sl.	Name of the City	No. of Working Hostels						Total	
		Yes		No		DK/No Response		No.	%
		No.	%	No.	%	No.	%		
1	Delhi	6	60%	0	0%	4	40%	10	100%
2	Bhopal	3	75%	0	0%	1	25%	4	100%
3	Lucknow	1	33%	0	0%	2	67%	3	100%
4	Mumbai	4	27%	2	13%	9	60%	15	100%
5	Ahmedabad	4	100%	0	0%	0	0%	4	100%
6	Surat	0	0%	0	0%	1	100%	1	100%
7	Kolkata	4	100%	0	0%	0	0%	4	100%
8	Bangalore	9	69%	0	0%	4	31%	13	100%
9	Hyderabad	2	50%	0	0%	2	50%	4	100%
10	Chennai	3	30%	3	30%	4	40%	10	100%
	Total	26	38%	5	7%	20	29%	68	100%

The release of the second and third installment by the MoWCD to the implementing agency is contingent on submission of the Utilization Certificate of the previous installment. For example the release of the second installment requires the implementing agency to submit a Utilization Certificate of the first installment and an up to date consolidated statement of the actual expenditure incurred on execution of the approved plans and estimates. This has to be duly certified by a Chartered Accountant/ Government Auditor who clearly certifies that the stage of construction has been completed for which the previous grant was released. The release of the last installment requires a similar consolidated Utilization Certificate and Statement of Expenditure incurred on the construction of building duly audited by the authorized auditors/ Govt. auditors/ Chartered Accountant. 38% of the hostels have submitted duly certified utilization certificates. In Kolkata all the functional hostels have submitted the utilization certificates. 7% of the hostels have not submitted the utilization certificates.

Sl.	Name of the City	No. of Working Hostels						Total	
		Yes		No		DK/No Response		No.	%
		No.	%	No.	%	No.	%		
1	Delhi	1	10%	6	60%	3	30%	10	100%
2	Bhopal	0	0%	3	75%	1	25%	4	100%
3	Lucknow	0	0%	1	33%	2	67%	3	100%
4	Mumbai	6	40%	2	13%	7	47%	15	100%
5	Ahmedabad	2	50%	2	50%	0	0%	4	100%
6	Surat	0	0%	0	0%	1	100%	1	100%
7	Kolkata	2	50%	2	50%	0	0%	4	100%
8	Bangalore	3	23%	4	31%	6	46%	13	100%
9	Hyderabad	0	0%	2	50%	2	50%	4	100%
10	Chennai	1	10%	6	60%	3	30%	10	100%
	Total	14	21%	18	26%	19	28%	68	100%

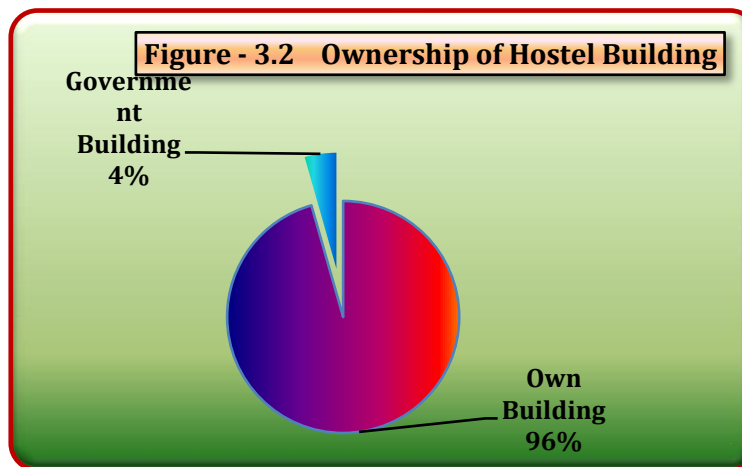
26% of the 68 fully functional hostels were constructed with the sole support of the MoWCD. 21% of the hostels have also received funds for the construction from sources other than the MoWCD.

3.1.3 HOSTEL BUILDINGS

Sl.	Name of the City	No. of Working Hostels				Total	
		Own Building		Government Building		No.	%
		No.	%	No.	%		
1	Delhi	10	100%	0	0%	10	100%
2	Bhopal	3	75%	1	25%	4	100%
3	Lucknow	2	67%	1	33%	3	100%
4	Mumbai	15	100%	0	0%	15	100%
5	Ahmedabad	4	100%	0	0%	4	100%
6	Surat	1	100%	0	0%	1	100%
7	Kolkata	4	100%	0	0%	4	100%
8	Bangalore	12	92%	1	8%	13	100%
9	Hyderabad	4	100%	0	0%	4	100%
10	Chennai	10	100%	0	0%	10	100%
	Total	50	74%	1	1%	68	100%

74% of the hostel buildings have been constructed by the implementing agencies with MoWCD support exclusively for the purposes of the working women's hostels scheme. All the working women's hostels in Delhi, Mumbai, Ahmedabad, Surat, Kolkata, Hyderabad and

Chennai are functioning out of their own buildings. Only 1% of the hostels are working out of government buildings, namely one hostel in Bhopal, one in Lucknow and one in Bangalore.



**Table 3.1.8
Details of the Building Floors**

Sl.	Name of the City	Average Floor	No. of Working Hostels														Total	
			Ground Floor		First Floor		Second Floor		Third Floor		Four Floor		Fifth Floor		Above Fifth Floor			
			No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
1	Delhi	3	0	0%	1	10%	2	20%	4	40%	3	30%	0	0%	0	0%	10	100%
2	Bhopal	5	0	0%	0	0%	3	75%	0	0%	0	0%	0	0%	1	25%	4	100%
3	Lucknow	1	0	0%	3	100%	0	0%	0	0%	0	0%	0	0%	0	0%	3	100%
4	Mumbai	5	0	0%	1	7%	1	7%	4	27%	4	27%	3	20%	2	13%	15	100%
5	Ahmedabad	3	0	0%	0	0%	2	50%	2	50%	0	0%	0	0%	0	0%	4	100%
6	Surat	3	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	1	100%
7	Kolkata	3	0	0%	0	0%	0	0%	3	75%	1	25%	0	0%	0	0%	4	100%
8	Banglore	2	0	0%	3	23%	6	46%	3	23%	1	8%	0	0%	0	0%	13	100%
9	Hyderbad	1	0	0%	2	50%	2	50%	0	0%	0	0%	0	0%	0	0%	4	100%
10	Chennai	2	0	0%	1	10%	6	60%	3	30%	0	0%	0	0%	0	0%	10	100%
	Total	3	0	0%	7	10%	17	25%	16	24%	6	9%	3	4%	2	3%	68	100%

The scheme guidelines for implementing agencies lay down that maximum economy in the layout and building specifications should be exercised while preparing the plan. Building Plan for construction of the working women’s hostel has to be prepared as per the norms prescribed under the Scheme and certified by a registered architect and approved by the local authority. On an average the hostels had three floors. 25% of the hostels had 2 floors, 10% working women’s hostels had a single floor, 9% hostels had 4 floors. In Mumbai of the 15 working women’s hostels over 85% had a large number of floor – 4 hostels had a 3 floor building; another 4 hostels had 4 floors, 3 hostels had 5 floors and 2 hostels had over 5 floors.



3.1.4 SANCTIONED CAPACITY AND OCCUPANCY

Table 3.1.9 Details of the Sanctioned Capacity and Occupancy of Hostel										
Sl.	Name of the City	Average Capacity and Occupancy per Hostel								
		Sanctioned Capacity	Occupancy		Present Capacity					
			Average	% of Sanctioned	Working Women		Students		Total	
					Average	%	Average	%	Average	%
1	Delhi	152	136	90%	72	58%	51	42%	124	100%
2	Bhopal	49	72	147%	23	32%	49	68%	71	100%
3	Lucknow	107	63	58%	75	100%		0%	75	100%
4	Mumbai	109	127	117%	117	97%	4	3%	121	100%
5	Ahmedabad	68	62	92%	58	100%		0%	58	100%
6	Surat	64	33	52%	19	61%	12	39%	31	100%
7	Kolkata	82	63	77%	35	64%	20	36%	54	100%
8	Banglore	83	66	79%	44	79%	12	21%	56	100%
9	Hyderbad	55	60	108%	27	68%	13	32%	40	100%
10	Chennai	64	100	156%	55	62%	34	38%	88	100%
	Total	88	93	105%	65	75%	21	25%	86	100%

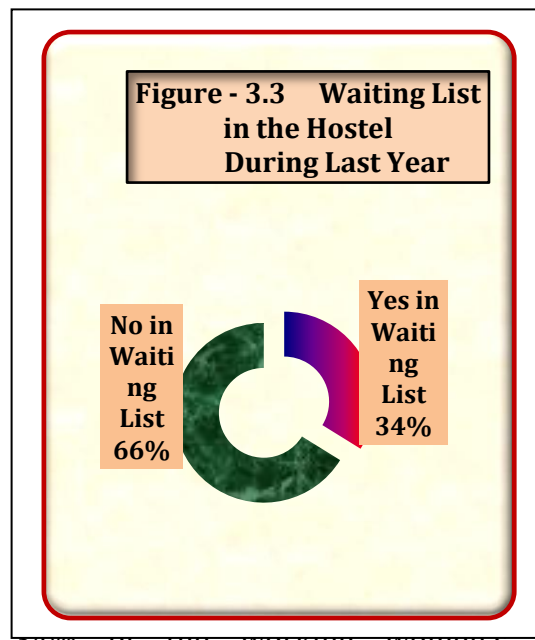
Note: Duration for Stay in the Hostel- Average 3 years

On an average the hostels the occupancy rate of the hostels was 105% of the sanctioned capacity.

Overcrowding and underutilization: The Working Women's Hostels Information on occupancy in the hostels is provided in the table below. In Working Women's Hostels in some cities like Chennai (156%), Bhopal (147%), Mumbai (117%) and Hyderabad (108%) occupancy exceeded sanctioned capacity. While hostels in cities like Surat (52%) and Lucknow (58%) were underutilized, as occupancy was nearly half of the sanctioned capacity.

Overall majority of the hostels were occupied by working women who comprised 75% of the present occupants while 25% were students.

Sl.	Name of the City	No. of Working Hostels				Total	
		Yes		No		No.	%
		No.	%	No.	%		
1	Delhi	5	50%	5	50%	10	100%
2	Bhopal	1	25%	3	75%	4	100%
3	Lucknow	1	33%	2	67%	3	100%
4	Mumbai	8	53%	7	47%	15	100%
5	Ahmedabad	0	0%	4	100%	4	100%
6	Surat	0	0%	1	100%	1	100%
7	Kolkata	2	50%	2	50%	4	100%
8	Bangalore	2	15%	11	85%	13	100%
9	Hyderabad	2	50%	2	50%	4	100%
10	Chennai	2	20%	8	80%	10	100%
	Total	23	34%	45	66%	68	100%

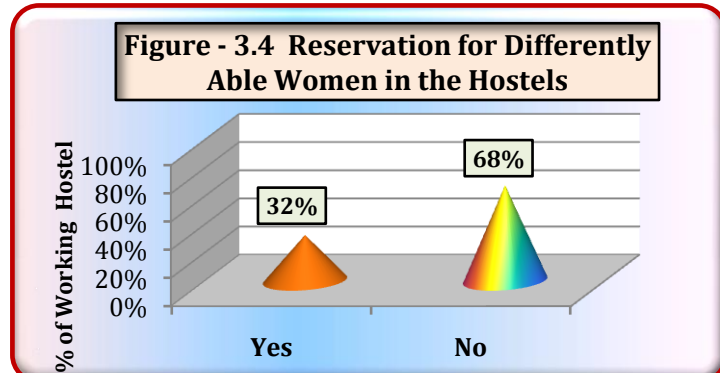


54% of the working women's hostels had a waiting list indicating the high demand. 66% hostels did not have a waiting list.

3.1.5 HOSTELS FOR THE DIFFERENTLY ABLED

Sl.	Name of the City	No. of Working Hostels				Total	
		Yes		No		No.	%
		No.	%	No.	%		
1	Delhi	5	50%	5	50%	10	100%
2	Bhopal	0	0%	4	100%	4	100%
3	Lucknow	0	0%	3	100%	3	100%
4	Mumbai	3	20%	12	80%	15	100%
5	Ahmedabad	0	0%	4	100%	4	100%
6	Surat	0	0%	1	100%	1	100%
7	Kolkata	2	50%	2	50%	4	100%
8	Bangalore	5	38%	8	62%	13	100%
9	Hyderabad	3	75%	1	25%	4	100%
10	Chennai	4	40%	6	60%	10	100%
	Total	22	32%	46	68%	68	100%

One of the important criteria of the scheme is that the working hostels should be also provide for reservation of seats for differently abled or physically challenged beneficiaries. Field survey revealed that only 32% of the

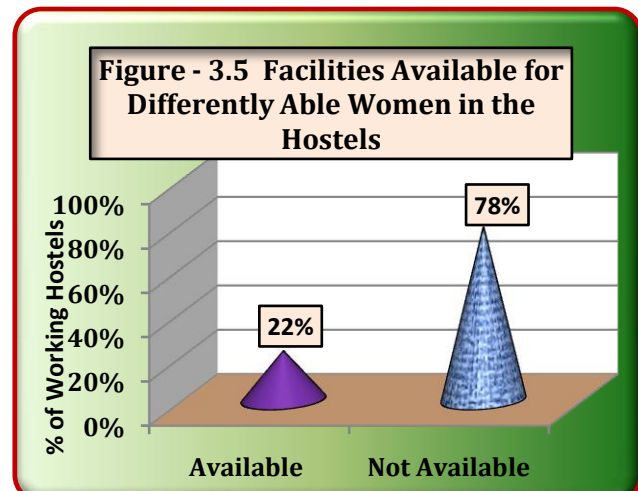


hostels had the provision for reservation for differently abled women. None of the working women hostels in Bhopal, Lucknow, Ahmedabad, and Surat have reservation of seats for differently abled.

Table 3.1.12
Facilities Available for Differently Able Women

Sl.	Name of the City	No. of Working Hostels				Total	
		Yes		No		No.	%
		No.	%	No.	%		
1	Delhi	3	30%	7	70%	10	100%
2	Bhopal	2	50%	2	50%	4	100%
3	Lucknow	0	0%	3	100%	3	100%
4	Mumbai	4	27%	11	73%	15	100%
5	Ahmedabad	0	0%	4	100%	4	100%
6	Surat	0	0%	1	100%	1	100%
7	Kolkata	0	0%	4	100%	4	100%
8	Bangalore	3	23%	10	77%	13	100%
9	Hyderabad	2	50%	2	50%	4	100%
10	Chennai	1	10%	9	90%	10	100%
	Total	15	22%	53	78%	68	100%

The scheme guidelines for implementing agencies lay down that facilities for differently abled persons mandatory. However only 22% of the Hostel have specialized facilities for differently abled such as ramps, Handrails, wheel chairs to aid mobility and disabled friendly toilets. 78% of the hostels have no such specialized facilities.



Sl.	Name of the City	% of Facilities Available							
		Ramp		Handrail		Wheel Chair		Special Toilet	
		Yes	No	Yes	No	Yes	No	Yes	No
1	Delhi	33%	67%	0%	100%	33%	67%	33%	67%
2	Bhopal	0%	100%	0%	100%	0%	100%	67%	33%
3	Mumbai	67%	33%	0%	100%	33%	67%	33%	67%
4	Bangalore	67%	33%	33%	67%	33%	67%	33%	67%
5	Hyderabad	0%	100%	0%	100%	50%	50%	50%	50%
	Total	36%	64%	7%	93%	29%	71%	43%	57%

Note: Percent of total Hostels where facilities available for differently able women in the Hostels

Of these 15 working women's hostels with specialized facilities for differently abled 43% have specialized toilets; 36% have ramps, 29% have wheel chairs. Only the hostels in Bangalore have provision of handrails for aiding mobility.

3.1.6 FACILITIES

Interviews with representatives of the implementing agencies in hostels revealed the following findings about hostel facilities:

Sl.	Name of the City	No. of Working Hostels							
		Single Bed		Double Bed		Triple Bed		Dormitory	
		Yes	No	Yes	No	Yes	No	Yes	No
1	Delhi	50%	50%	80%	20%	60%	40%	50%	50%
2	Bhopal	75%	25%	100%	0%	50%	50%	50%	50%
3	Lucknow	67%	33%	100%	0%	67%	33%	33%	67%
4	Mumbai	7%	93%	67%	33%	53%	47%	40%	60%
5	Ahmedabad	0%	100%	100%	0%	0%	100%	0%	100%
6	Surat	0%	100%	100%	0%	100%	0%	100%	0%
7	Kolkata	50%	50%	75%	25%	50%	50%	50%	50%
8	Bangalore	8%	92%	54%	46%	77%	23%	38%	62%
9	Hyderabad	50%	50%	50%	50%	75%	25%	25%	75%
10	Chennai	30%	70%	30%	70%	60%	40%	60%	40%
	Total	28%	72%	66%	34%	59%	41%	43%	57%

Majority (66%) of the working women’s hostels have double beds. 59% of the hostels have rooms that accommodate three beds. 43% have dormitory facilities.

AVAILABILITY AND QUALITY OF BASIC SERVICES AND FACILITIES PROVIDED IN THE HOSTELS

Table 3.1.15 Type of Facilities Available at Hostels													
Sl.	Name of the City	% of Working Hostel											
		Bed in Room	Table in Room	Chair in Room	Almirah in Room	Fan	Meal	Kitchen	Water Cooler/Filter	Recreational Room	Sick/Medical Room	Visiting Room	Medical First Aid
1	Delhi	100%	100%	100%	100%	100%	80%	100%	100%	90%	30%	80%	90%
2	Bhopal	100%	100%	100%	100%	100%	50%	100%	100%	75%	25%	75%	75%
3	Lucknow	100%	100%	100%	100%	100%	67%	100%	67%	33%	0%	67%	33%
4	Mumbai	100%	93%	93%	93%	93%	93%	87%	100%	80%	13%	100%	93%
5	Ahmedabad	100%	100%	100%	75%	100%	75%	75%	100%	100%	0%	75%	100%
6	Surat	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	100%	0%
7	Kolkata	100%	50%	50%	75%	100%	100%	100%	100%	50%	50%	100%	75%
8	Bangalore	92%	77%	85%	85%	100%	77%	85%	92%	54%	23%	62%	69%
9	Hyderabad	100%	75%	75%	100%	100%	100%	100%	100%	75%	75%	75%	100%
10	Chennai	90%	70%	70%	90%	100%	90%	80%	60%	60%	10%	70%	70%
	Total	97%	85%	87%	91%	99%	84%	90%	91%	69%	22%	79%	79%

Bedding, Furniture and Fans

- 97% of the sample functional hostels had beds. Only in some hostels in Bangalore and Chennai there were no beds.
- 85% of hostels were equipped with a table, 87% had chairs and 91% had storage space such as almirah. Almost all the hostels had basic furniture in Surat, Delhi, Bhopal and Lucknow. However in Kolkata few hostels were equipped with furniture.
- 99% of the sample hostels had fans that were found to be functional and working in satisfactory condition.

Dining facilities and availability of food in the Hostels

- 90% of the hostels were equipped with a kitchen where food was cooked for the residents. All the hostels had kitchen facility other than few hostels in Mumbai, Ahmedabad, Chennai and Bangalore.
- 84% of the functional hostels had mess/dining hall facilities where hot cooked meals were served. In some hostels in Bhopal, (50%), Lucknow (33%), Ahmedabad (25%), Bangalore (23%), Delhi (20%), Chennai (10%) and Mumbai (7%) such facilities were not available.

Clean Drinking water facilities

- 91% of the sample functional hostels had water coolers or filters installed that were found to be functional and working in satisfactory condition. In Chennai 40% of the hostels did not have a water cooler or filter.

First Aid, Medical Room facilities and availability of emergency medical care

- 79% of the sample functional hostels had Medical First Aid readily available. In Surat 84% of the hostels did not have any available first aid. In Ahmedabad and Chennai and Bangalore 60% of the hostels did not have a first aid kit available.
- Further only 22% of all functional hostels across states had a sick or medical room facility. No such room was there in any of the hostels in Surat, Ahmedabad, Lucknow.

Sl.	Name of the City	No. of Working Hostels				Total	
		Yes		No		No.	%
		No.	%	No.	%		
1	Delhi	3	30%	7	70%	10	100%
2	Bhopal	2	50%	2	50%	4	100%
3	Lucknow	0	0%	3	100%	3	100%
4	Mumbai	4	27%	11	73%	15	100%
5	Ahmedabad	0	0%	4	100%	4	100%
6	Surat	0	0%	1	100%	1	100%
7	Kolkata	0	0%	4	100%	4	100%
8	Bangalore	3	23%	10	77%	13	100%
9	Hyderabad	2	50%	2	50%	4	100%
10	Chennai	1	10%	9	90%	10	100%
	Total	15	22%	53	78%	68	100%

Only 22% of the hostels across states have a doctor on call or availability of medical help in case of emergencies. No such emergency medical services are available in any of the hostels in Surat, Ahmedabad, Lucknow and Kolkata.

Recreational Facilities:

- 69% of the sample functional hostels had recreational rooms equipped with TV

Visitors Room:

- 79% of the sample functional hostels had visitor's rooms providing the women with a space to meet visitors, family and friends.

Table 3.1.17
Type of Facilities Available in the Hostels

Sl.	Name of the City	% of Working Hostel										
		TV	Computer	Internet/ Wifi	Telephone	Geysers	Fridge	Washing Machine	Laundry Facility	Vigilant Security	Electricity	Generator
1	Delhi	100%	20%	30%	30%	70%	60%	20%	30%	90%	100%	70%
2	Bhopal	75%	0%	25%	25%	50%	75%	0%	0%	75%	100%	50%
3	Lucknow	67%	0%	0%	0%	0%	67%	0%	0%	33%	100%	0%
4	Mumbai	93%	0%	13%	13%	100%	100%	27%	47%	93%	100%	20%
5	Ahmedabad	100%	25%	0%	0%	75%	75%	0%	50%	100%	100%	0%
6	Surat	100%	0%	0%	0%	100%	100%	0%	0%	0%	100%	0%
7	Kolkata	100%	25%	50%	50%	0%	100%	0%	0%	75%	100%	0%
8	Bangalore	77%	15%	23%	23%	85%	85%	23%	23%	69%	100%	85%
9	Hyderabad	75%	50%	75%	75%	50%	75%	25%	25%	100%	100%	0%
10	Chennai	90%	10%	10%	10%	70%	70%	0%	50%	70%	100%	30%
	Total	88%	13%	22%	22%	71%	81%	15%	31%	79%	100%	38%

Electricity - All the sample functional hostels were equipped with electricity. Some hostels in Bangalore (85%), Delhi (70%), Bhopal (50%), Chennai (30%) and Mumbai (20%) even have generator facilities for power back up.

TV - 88% of the sample functional hostels are equipped with TV facilities.

Computer and Internet connectivity - Only 13% of the sample functional hostels are equipped with computers. There was no computer facility in hostels in Bhopal, Lucknow, Mumbai and Surat.

Only 22% hostels have Internet connectivity. None of the hostels in Surat, Ahmedabad and Lucknow have any internet connectivity. Hyderabad hostels (75%) lead in terms of provision of internet connectivity followed by Kolkata (50%).

Telephone - 22% of the sample functional hostels are equipped with telephone facilities.

Water heating facilities and washing machines - The scheme document states that implementing agencies will be provided financial assistance for installing Solar Water Heating System/ Geyser and providing Washing Machines for the use of inmates of the Hostel. 71% of the sample functional hostels are equipped with water heating facilities and only 15% have the provision of washing machines. Washing machines are there in a handful hostels in Delhi, Mumbai, Bangalore and Hyderabad.

Refrigerator - 81% of the sample functional hostels are equipped with refrigeration / fridge facilities.

Security Arrangements -79% of the sample functional hostels have specialized security services to ensure the women’s safety and security. The hostel in Surat has no specialised security services.

Table 3.1.18							
Installed CCTVs in the Hostels							
Sl.	Name of the City	% of CCTV Available in The Hostels					
		Main Entrance		Office Entry		Around the Premises	
		Yes	No	Yes	No	Yes	No
1	Delhi	60%	40%	60%	40%	50%	50%
2	Bhopal	25%	75%	0%	100%	25%	75%
3	Lucknow	0%	100%	0%	100%	0%	100%
4	Mumbai	33%	67%	33%	67%	40%	60%
5	Ahmedabad	0%	100%	0%	100%	0%	100%
6	Surat	0%	100%	0%	100%	0%	100%
7	Kolkata	25%	75%	25%	75%	25%	75%
8	Bangalore	62%	38%	69%	31%	62%	38%
9	Hyderabad	50%	50%	50%	50%	25%	75%
10	Chennai	70%	30%	70%	30%	70%	30%
	Total	44%	56%	44%	56%	43%	57%

The initiative of installing CCTV’s on entry and exit routes of the hostels with recording facilities has been recommended in many states to ensure women’s safety security.

It was found that 44% of the hostels have CCTV facility on the main entrance, 44% have it at the office entrance while 43% of the hostels have it around the hostel premises.

**Table 3.1.19
Cleanliness of Hostel**

Sl.	Name of the City	% of Working Hostels					
		Room		Toilets		Around the Premises	
		Daily	Sometime	Daily	Sometime	Daily	Sometime
1	Delhi	50%	50%	100%	0%	100%	0%
2	Bhopal	25%	75%	100%	0%	100%	0%
3	Lucknow	33%	67%	100%	0%	100%	0%
4	Mumbai	73%	27%	80%	20%	80%	20%
5	Ahmedabad	100%	0%	100%	0%	100%	0%
6	Surat	100%	0%	100%	0%	100%	0%
7	Kolkata	25%	75%	75%	25%	75%	25%
8	Bangalore	85%	15%	92%	8%	92%	8%
9	Hyderabad	50%	50%	75%	25%	100%	0%
10	Chennai	100%	0%	100%	0%	90%	10%
	Total	69%	31%	91%	9%	91%	9%

An important part of the maintenance facilities provided by the hostels are maintaining cleanliness and hygiene. In 69% of the hostels the rooms of the hostlers are cleaned daily especially in all the hostels in Ahmedabad, Surat and Chennai. The rooms are cleaned at regular intervals in 31% of the hostels.

In 91% of the hostels toilets are cleaned daily especially in all the hostels in Delhi, Bhopal, Lucknow , Ahmedabad, Surat and Chennai.

In 91% of the hostels the hostel premises are cleaned daily especially in all the hostels in Delhi, Bhopal, Lucknow, Ahmedabad, Surat and Hyderabad.



Gandhi Medical College Nursing Hostel, Bhopal



Ketki Hostel, Bhopal



Sir Ganga Ram Hospital, New Delhi



All India Women's Conference, Hostel, Hyderabad



Geetanjali Hostel, Bhopal



Ketki Hostel, Bhopal



Adya Jha , New Delhi



St. Stephen Hospital, New Delhi



Ketki Hostel, Bhopal



Kalyani Hostel, Bhopal



Mahila Dakshta Samiti, Hyderabad



YMCA, Hyderabad



Jublee Hill, Hyderabad



Sir Ganga Ram Hospital, New Delhi

3.1.7 HOSTEL STAFF

Sl.	Name of the City	Average Staffs	Average Staff per Hostel				
			Warden	House Keeping	Security	Cook	Any Other
1	Delhi	13	1	4	2	6	0
2	Bhopal	14	1	8	2	3	0
3	Lucknow	6	1		3	2	0
4	Mumbai	15	1	6	3	4	1
5	Ahmedabad	7	2	2	1	2	1
6	Surat	7	2	2		3	0
7	Kolkata	6	1	1	1	3	0
8	Bangalore	8	1	3	1	1	1
9	Hyderabad	9	1	4	2	2	0
10	Chennai	8	1	3	2	2	1
	Total	10	1	4	2	3	0

Note: Any other- Accountant, Office Staff

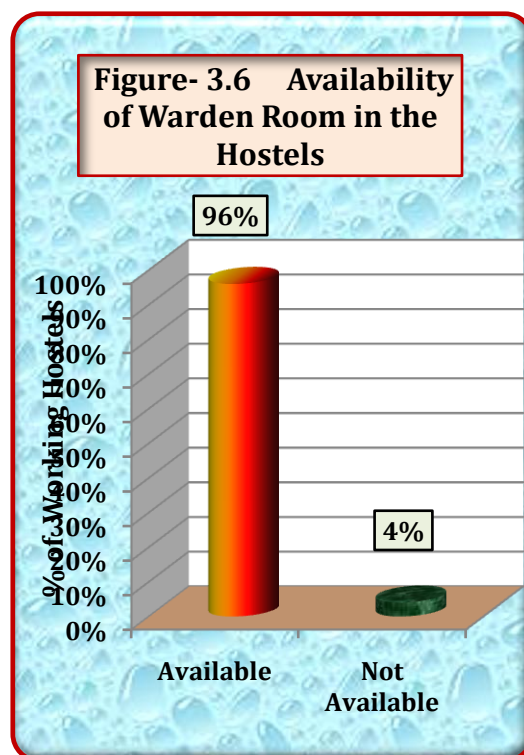
The average staff employed per hostel was 10 persons including the hostel warden, cook, housekeeping staff, chowkidar or security guards.

1. **Hostel warden** - All the hostels had one warden; only in Ahmedabad and Surat the hostels had two wardens.
2. **Cook** - On an average each of the hostels had three cooks to prepare the meals. In Delhi the hostels had 6 cooks while in Mumbai there were 4. In Bangalore each hostel had one cook.
3. **Chowkidar or security guards**- On an average each of the hostels had two security guards.
4. **House Keeping**- On an average each of the hostels had four housekeeping staff. In Bhopal the hostels had 8 house keeping staff.

In 97% the warden resided in the hostel. Provision of accommodation for the warden is mandated under the scheme.

Sl.	Name of the City	No. of Working Hostels				Total	
		Yes		No		No.	%
		No.	%	No.	%		
1	Delhi	10	100%	0	0%	10	100%
2	Bhopal	3	75%	1	25%	4	100%
3	Lucknow	3	100%	0	0%	3	100%
4	Mumbai	15	100%	0	0%	15	100%
5	Ahmedabad	4	100%	0	0%	4	100%
6	Surat	1	100%	0	0%	1	100%
7	Kolkata	4	100%	0	0%	4	100%
8	Banglore	11	100%	0	0%	11	100%
9	Hyderabad	3	100%	0	0%	3	100%
10	Chennai	9	90%	1	10%	10	100%
	Total	63	97%	2	3%	65	100%

Name of the City	No. of Working Hostels				Total	
	Yes		No		No.	%
	No.	%	No.	%		
Delhi	10	100%	0	0%	10	100%
Bhopal	4	100%	0	0%	4	100%
Lucknow	3	100%	0	0%	3	100%
Mumbai	15	100%	0	0%	15	100%
Ahmedabad	4	100%	0	0%	4	100%
Surat	1	100%	0	0%	1	100%
Kolkata	4	100%	0	0%	4	100%
Banglore	11	85%	2	15%	13	100%
Hyderabad	3	75%	1	25%	4	100%
Chennai	10	100%	0	0%	10	100%
Total	65	96%	3	4%	68	100%



In Almost all the hostels (96%) had the provision of separate warden room or accommodation for the warden. Only two hostels in Bangalore and another in one in Hyderabad did not have accommodation facility for the warden in the hostel premises.

3.1.8 HOSTEL MANAGEMENT COMMITTEE

The norms of the scheme clearly state that the Hostel Management Committees (HMCs) will be responsible for monitoring of management of the hostels on day-to-day basis. The Hostel Management Committees send its recommendations and quarterly reports to the District Women's Welfare Committee or DWWC. The HMC is required to meet once every fortnight or in case an issue arises for immediate resolution. The norms for the composition of the Hostel Management Committee require that it comprise 6 officials.

Sl.	Name of the City	No. of Working Hostels				Total	
		Yes		No		No.	%
		No.	%	No.	%		
1	Delhi	10	100%	0	0%	10	100%
2	Bhopal	4	100%	0	0%	4	100%
3	Lucknow	2	67%	1	33%	3	100%
4	Mumbai	15	100%	0	0%	15	100%
5	Ahmedabad	4	100%	0	0%	4	100%
6	Surat	1	100%	0	0%	1	100%
7	Kolkata	4	100%	0	0%	4	100%
8	Bangalore	13	100%	0	0%	13	100%
9	Hyderabad	4	100%	0	0%	4	100%
10	Chennai	9	90%	1	10%	10	100%
	Total	66	97%	2	3%	68	100%

Almost all the hostels (97%) had a functioning Hostel Management Committees. Only one hostel in Bhopal and another in Chennai did not have an appointed Hostel Management Committee.

Only in the hostels in Bangalore was the norm of the Hostel Management Committee to comprising of 6 persons was fully complied with. On an average the Hostel Management Committees of most hostels had 5 members. In Lucknow the Hostel Management Committee comprised of only 2 members.

Table 3.1.24 Details of Hostel Management Committee			
Sl.	Name of the City	Average Members	Average Meetings held in a Year
1	Delhi	3	7
2	Bhopal	3	6
3	Lucknow	2	8
4	Mumbai	8	9
5	Ahmedabad	5	5
6	Surat	4	5
7	Kolkata	4	6
8	Bangalore	6	7
9	Hyderabad	4	8
10	Chennai	4	7
	Total	5	7

A per the scheme the norms for the composition of the Hostel Management Committee require that it comprise the following members:

- Resident Superintendent
- Official from the District Administration/ District Social Welfare Officer/ Probation Officer
- Protection Officer/ rehabilitation Officer of that area
- Two of the senior residents
- Prominent social worker/ representative from prominent organisation in that area

As illustrated in the table below most of the hostels do not specifically follow the norms, the norms are liberally interpreted to incorporate the senior members of the implementing agencies in the hostel management committee.

Table 3.1.25 Details of Hostel Management Committee			
Sl.	Name of the City	Average Members	Average Meetings held in a Year
1	Delhi	3	7
2	Bhopal	3	6
3	Lucknow	2	8
4	Mumbai	8	9
5	Ahmedabad	5	5
6	Surat	4	5
7	Kolkata	4	6
8	Bangalore	6	7
9	Hyderabad	4	8
10	Chennai	4	7
	Total	5	7

The norms require the Hostel Management Committee to meet every fortnight. This necessitates 24 yearly meeting in addition to meeting held on account of important issues. However on an average the Hostel Management Committee across states met only 7 times which is 1/3 of the mandated requirement.

An important aspect of the stated objectives of the scheme is to promote availability of accommodation for working-women along with day care facility for their children. There are clear guidelines in the scheme that the implementing agency should run the hostel and the Day-care Centre for pre-school children on a no-profit basis. The fees charged from the children in the Day Care Centre should not be more than 5% of the emoluments of their mother, or the actual expenditure whichever is less. The implementing agency is required to clearly lay down the formal rules and regulations for admission of children to the day care centre. The scheme mandates that the day care centres should be clean and well ventilated, equipped with adequate and safe play area outside the centre, with some play and reading materials for the children.

Sl.	Name of the City	No. of Working Hostels				Total	
		Yes		No		No.	%
		No.	%	No.	%		
1	Delhi			10	100%	10	100%
2	Bhopal			4	100%	4	100%
3	Lucknow			3	100%	3	100%
4	Mumbai			15	100%	15	100%
5	Ahmedabad			4	100%	4	100%
6	Surat			1	100%	1	100%
7	Kolkata			4	100%	4	100%
8	Bangalore			13	100%	13	100%
9	Hyderabad			4	100%	4	100%
10	Chennai			10	100%	10	100%
	Total	0	0%	68	100%	68	100%

The field team observed that out of the 68 functional working women hostels that it visited as a part of the evaluation study, Day Care Centre facility was available in merely two hostels one in Bangalore and one in Mumbai namely:

1. **Bangalore-** Karnataka State Council of Child Welfare, 135 III Cross, Mandidurg Road, Jayamahal Bangalore-560006.
2. **Mumbai** - Young Women's Christian Association, 75, Motlibai Street Byculla Bombay- 400008

Even in both these cases the funds for running the day care centre had been generated by the agencies themselves and the representatives stated that did not receive any grant from the Ministry for the setting up of the day care centre.

Thus a major finding that emerged is that vast majority of the working women's hostels are not following the mandated objectives of setting up a day care Centre.

This section/chapter presents a profile and perspective of the key beneficiaries of the scheme i.e. the working women residing in the hostels. For working women to avail benefit under this scheme of government aided working women's hostels they have to meet the following eligibility criterion:

3.3.1 ELIGIBILITY CRITERION

1. Working women, who may be single, widowed, divorced, separated, married but whose husband or immediate family does not reside in the same city/area.
2. Particular preference is given to women from disadvantaged sections of the society.
3. Provision for reservation of seats for physically challenged beneficiaries.
4. Women who are under training for job provided the total training period does not exceed one year. This is only on the condition that there is vacancy available after accommodating working women. The number of women under training for job should not exceed 30% of the total capacity.
5. Girls up to the age of 18 years and boys up to the age of 5 years, accompanying working mothers will be provided accommodation, with their mothers. Working mothers may also avail of the services of the Day Care Centre, as provided under the scheme.
6. Working Women are entitled to hostel facilities provided their gross income does not exceed Rs. 50,000/- consolidated (gross) per month in metropolitan cities, or Rs 35,000/- consolidated (gross) per month, in any other place. When the income of any working woman already residing in a hostel exceeds the prescribed limits, she will be required to vacate the hostel within a period of six months of crossing the income ceiling.

3.3.2 DOCUMENTS REQUIRED

The working women availing hostel accommodation under the scheme have to furnish the following documents-

- Documents certifying details of parents,
- Medical fitness certificate
- Appointment letter and other details of employment
- Details of Local Guardian
- Salary Slips
- Residential proof
- ID proof
- NOC from Parents

3.3.3 PROFILE

One of the key objectives of this evaluation project is to situate socio-economic background of working women staying in the hostels constructed with the financial assistance of the Ministry of Women and Child Development. As a part of the study 1846 working women benefitting from the scheme were interviewed across 68 hostels. The profile maps the working women age, educational status, religion, caste, marital status and children.

**Table 3.3.1
Demographic Profile of Working Women**

Sl.	Name of the City	Age Groups				Education				
		% of Working Women				% of Working Women				
		Upto 20 Years	21-30 Years	31-40 Years	Above 40 Years	Upto Primary	Middle	Metric/ Intermediate	Graduate/ Post Graduate	Any Other
1	Delhi	12%	73%	12%	4%	0%	0%	11%	83%	6%
2	Bhopal	9%	71%	10%	10%	1%	1%	15%	77%	6%
3	Lucknow	21%	74%	6%	0%	2%	0%	13%	85%	0%
4	Mumbai	3%	85%	9%	2%	0%	0%	3%	95%	1%
5	Ahmedabad	2%	86%	12%	1%	0%	0%	0%	94%	6%
6	Surat	23%	77%	0%	0%	0%	0%	30%	70%	0%
7	Kolkata	3%	78%	6%	13%	4%	4%	7%	80%	5%
8	Banglore	4%	81%	10%	5%	3%	2%	8%	86%	2%
9	Hyderabad	18%	70%	10%	1%	1%	1%	24%	71%	3%
10	Chennai	3%	83%	9%	5%	1%	0%	4%	87%	8%
	Total	6%	80%	10%	4%	1%	1%	7%	87%	4%
Sl.	Name of the City	Religion				Social Groups				
		% of Working Women				% of Working Women				
		Hindu	Muslim	Christian	Any Other	SC	ST	OBC	General	
1	Delhi	69%	20%	8%	4%	2%	4%	14%	81%	
2	Bhopal	89%	9%	1%	1%	16%	9%	29%	47%	
3	Lucknow	85%	9%	6%	0%	0%	4%	28%	68%	
4	Mumbai	80%	4%	8%	9%	3%	7%	22%	68%	
5	Ahmedabad	90%	5%	3%	2%	7%	8%	23%	62%	
6	Surat	94%	0%	6%	0%	68%	10%	13%	10%	
7	Kolkata	78%	6%	14%	1%	8%	14%	4%	74%	
8	Banglore	83%	2%	14%	2%	3%	6%	30%	61%	
9	Hyderabad	83%	4%	11%	1%	8%	20%	30%	42%	
10	Chennai	79%	2%	19%	1%	1%	16%	51%	32%	
	Total	80%	5%	11%	3%	5%	9%	30%	56%	

Age - The table below detailing the demographic profile of the women shows that out of 1846 respondents, 80% of the women are in the age group of 21-30 years. About 10% of the respondents are in age group of 30- 40 years, 6% are below 20 years and 4% are above 40 years in age. The data clearly show that vast majority of the women belong to the category of youth, 18-35 years.

Educational Status - Out of 1846 respondents, 87% of the women had completed their graduate and postgraduate degrees. About 7% of the respondents had completed their matric and intermediate levels. In Mumbai and Ahmedabad close to 95% of the working women had completed their graduate and postgraduate degrees. Surat (30%) followed by Hyderabad (24%) had the maximum proportion of respondents who had only completed their matric and intermediate levels and started working.

Religion - Out of 1846 respondents, 80% of the women were Hindu, 11% were Christian and 5% were Hindu. In Surat (94%) and Ahmedabad (90%) in Gujarat over 90% of the respondents were Hindu.

Caste/ Category - To understand if the hostel facilities were benefitting the backward and disadvantaged sections, the women were asked about their category status. Out of 1846 respondents, 56% of the women belonged to the General category, 30% women belong to the OBC category, 9% were STs and 5% were SCs. Exceptions to the broad trend were - Surat where 68% of the working women residing in the hostel were SC and Chennai where half the women belonged to the OBC category.

Table 3.3.2
Demographic Profile of Working Women

Sl.	Name of the City	Marital Status				Where Family Member Live		
		% of Working Women				% of Working Women		
		Unmarried	Married	Widow	Divorce	Home Town	In the Same City	Other State
1	Delhi	94%	5%	1%	1%	80%	15%	4%
2	Bhopal	92%	7%	1%	0%	97%	1%	2%
3	Lucknow	96%	4%	0%	0%	98%	0%	2%
4	Mumbai	91%	8%	0%	1%	93%	1%	7%
5	Ahmedabad	93%	6%	0%	1%	94%	2%	4%
6	Surat	94%	6%	0%	0%	97%	0%	3%
7	Kolkata	87%	10%	3%	0%	90%	4%	6%
8	Banglore	83%	16%	1%	0%	95%	3%	2%
9	Hyderabad	92%	8%	0%	0%	93%	3%	4%
10	Chennai	86%	12%	2%	1%	92%	1%	7%
	Total	89%	10%	1%	0%	92%	3%	5%
Sl.	Name of the City	Married Working Women Having Children		Average Children per Married Women	Where Children Live			
		% of Working Women						
		Having Children	Not Having Children	Live with her in the hostel	At Home	Other Place		
1	Delhi	50%	50%	11	18%	55%	27%	
2	Bhopal	63%	38%	11	0%	91%	9%	
3	Lucknow	50%	50%	2	0%	100%	0%	
4	Mumbai	33%	67%	14	0%	86%	14%	
7	Kolkata	17%	83%	4	0%	100%	0%	
8	Banglore	52%	48%	140	1%	93%	6%	
9	Hyderabad	17%	83%	2	0%	100%	0%	
10	Chennai	31%	69%	71	0%	92%	8%	
	Total	37%	63%	255	1%	90%	8%	

Marital Status - Out of 1846 respondents, 89% of the women were un-married, 10% were married and 1% was widowed. The table clearly highlights that majority of the residents in the working women’s hostels across states are unmarried. Of the married respondents 37% had children while 63% did not have children. Only in 1% of the women who had children did the children stay with the mothers in the working women’s hostels.

Only in 2 states – Delhi (18%) and Bangalore (1%) did the children stay with the mothers in the working women’s hostels. In 90% of the cases the children of the working mothers residing in the hostels stayed at home.

Table 3.3.3													
Years of Staying in this Hostel													
Sl.	Name of the City	No. of Working Women										Total	
		Under 1 year		1-2 years		2-3 years		3-4 years		Above 5			
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
1	Delhi	98	52%	40	21%	35	19%	5	3%	10	5%	188	100%
2	Bhopal	49	54%	23	26%	9	10%	2	2%	7	8%	90	100%
3	Lucknow	33	62%	3	6%	5	9%	2	4%	10	19%	53	100%
4	Mumbai	295	72%	83	20%	22	5%	5	1%	6	1%	411	100%
5	Ahmedabad	88	79%	15	13%	2	2%	0	0%	7	6%	112	100%
6	Surat	23	74%	7	23%	0	0%	0	0%	1	3%	31	100%
7	Kolkata	41	53%	15	19%	8	10%	6	8%	7	9%	77	100%
8	Banglore	251	68%	67	18%	18	5%	14	4%	17	5%	367	100%
9	Hyderabad	43	61%	21	30%	3	4%	0	0%	4	6%	71	100%
10	Chennai	269	60%	98	22%	39	9%	12	3%	28	6%	446	100%
	Total	1190	64%	372	20%	141	8%	46	2%	97	5%	1846	100%

The rules of the scheme mandate that working woman will be allowed to stay in a hostel, assisted under this scheme for not more than three years. In exceptional circumstances, the District Women's Welfare Committee (DWWC) may, for reasons to be recorded in writing, allow working women to stay in a hostel, beyond the three year period, subject to the condition that the period of extension, shall not exceed six months at one time, and that the total stay of the woman, with extensions, shall not exceed five years,

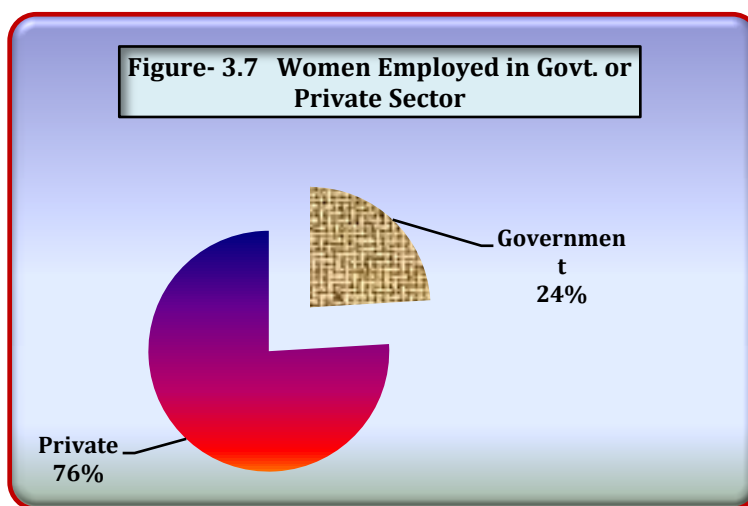
The beneficiaries were questioned about their period of the stay in the government-assisted working women's hostel. 64% stated that they had stayed under a year. 20 % stated that they had stayed between 1-2 years. 8% stated that they had stayed between 2-3 years. Only 5% women revealed that they stayed over the norm of five years. A large percentage of these women were in Lucknow (19%), Kolkata (9%) and Bhopal (8%).

3.3.4 EMPLOYMENT DETAILS

One of the main objectives of the Scheme of Working Women Hostels is to ensure the provision of suitable, safe and inexpensive accommodation to women residing in places away from their hometowns so that they are able to work and participate in professional training courses. In order to understand whether these hostels are succeeding in fulfilling their main objective i.e. creating an enabling atmosphere for women to work, the employment profile of the women was an important focal area of the study. The women were asked questions about their employment status, area of work, salary and so on.

Sl.	Name of the City	No. of Working Women				Total	
		Government		Private		No.	%
		No.	%	No.	%		
1	Delhi	21	11%	167	89%	188	100%
2	Bhopal	62	69%	28	31%	90	100%
3	Lucknow	7	13%	46	87%	53	100%
4	Mumbai	127	31%	284	69%	411	100%
5	Ahmedabad	44	39%	68	61%	112	100%
6	Surat	6	19%	25	81%	31	100%
7	Kolkata	21	27%	56	73%	77	100%
8	Banglore	63	17%	304	83%	367	100%
9	Hyderabad	2	3%	69	97%	71	100%
10	Chennai	91	20%	355	80%	446	100%
	Total	444	24%	1402	76%	1846	100%

76% of the working women benefitting from the scheme were employed in the private sector while 24% worked in the governments sector. In Bhopal (69%) and Ahmedabad (39%) working women availing the scheme were employed in the government sector.



Sl.	Name of the City	Average Salary per Month (Rs.)
1	Delhi	22371
2	Bhopal	21906
3	Lucknow	16656
4	Mumbai	23995
5	Ahmedabad	15192
6	Surat	8167
7	Kolkata	12879
8	Bangalore	15000
9	Hyderabad	12922
10	Chennai	14630
	Total	17404

The salary of the beneficiary working women is an important indicator of the economic status and affordability of the working women. The average monthly salary of the working women across states was Rs. 17,404/- per month. The average monthly salary was lowest in Surat at Rs. 8,167/- and highest in Mumbai at Rs. 23,995/- per month.

Sl.	Name of the City	Average Amount per Month (Rs.)
1	Delhi	4589
2	Bhopal	3670
3	Lucknow	3080
4	Mumbai	5153
5	Ahmedabad	3144
6	Surat	2495
7	Kolkata	2848
8	Bangalore	3721
9	Hyderabad	3486
10	Chennai	3510
	Total	3964

The average hostel fees paid by the women indicate the proportion of the salary working women have to spend on accommodation. The average hostel fees paid by the women across states was Rs. 3,964/-.

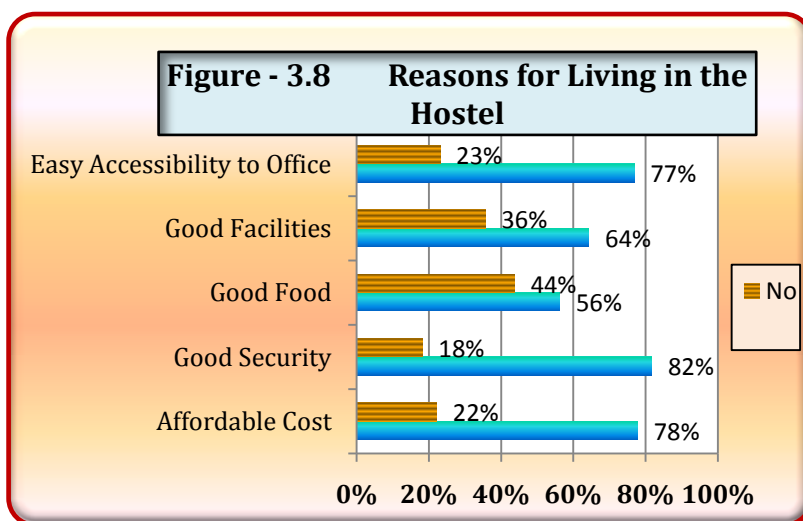
Thus on an average over one-fourth of the women’s salary went on hostel fees alone. The hostel fees were highest in working women’s hostels in Mumbai (Rs. 5,153/-) and Delhi (Rs. 4,589/-)

3.3.5 REASONS FOR LIVING IN THE HOSTEL

Sl.	Name of the City	% of Working Women									
		Affordable Cost		Good Security		Good Food		Good Facilities		Easy Accessibility to Office	
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	Delhi	77%	23%	82%	18%	55%	45%	67%	33%	74%	26%
2	Bhopal	76%	24%	80%	20%	62%	38%	66%	34%	88%	12%
3	Lucknow	81%	19%	85%	15%	68%	32%	85%	15%	58%	42%
4	Mumbai	80%	20%	86%	14%	63%	37%	69%	31%	86%	14%
5	Ahmedabad	90%	10%	79%	21%	57%	43%	67%	33%	77%	23%
6	Surat	84%	16%	65%	35%	55%	45%	55%	45%	32%	68%
7	Kolkata	83%	17%	91%	9%	57%	43%	75%	25%	91%	9%
8	Banglore	66%	34%	78%	22%	50%	50%	55%	45%	68%	32%
9	Hyderabad	82%	18%	96%	4%	79%	21%	86%	14%	90%	10%
10	Chennai	81%	19%	78%	22%	50%	50%	58%	42%	76%	24%
	Total	78%	22%	82%	18%	56%	44%	64%	36%	77%	23%

It was important to understand the factors underlying the demand of working women’s hostels in cities, therefore 1846 of the women beneficiaries who were interviewed were asked to elaborate the reasons for preferring accommodation in Working Women’s Hostels vis-à-vis

privately renting accommodation, staying as paying guest and availing other options. Their responses are presented in the table above.



Security- 82% of the respondents stated they opted for working women's hostels as they were more secure than other available accommodation options. The locations were often at secure places in the centre of the cities, which are well connected and the hostels had provision of security guards. Further there was greater security as so many women reside together in a group and there is security staff and other staff like warden.

However often on account of timings especially women in professional training courses which have field assignments and when working women had to travel they stated that they usually had to spend the night elsewhere which compromised their security. Also in places like Delhi where women's security is a grave problem there was an expressed need for tightening security outside hostels for example having CCTV's, PCR vans patrolling, ensuring street lighting. Newspapers have often reported on these problems too ³.

Affordability: 78% of the respondents stated they selected working women's hostels as they were more affordable and pocket friendly than other available accommodation options. As mentioned earlier on an average the respondents spent a fourth of their salary on hostel fees.

Accessibility and Location: 77% of the respondents stated they preferred working women's hostels as they were easily accessible due to their location and well connected with the public transport network providing easy accessibility to their office.

Quality of facilities provided: 64% of the respondents stated they chose to stay in working women's hostels on account of the services provided for example food, bedding, furniture, utilities like hot water and electricity, washing facility, cleaning facility, provision of security and medical care. This ensured that women were not hassled with arranging for all this on their own, keeping track of bills, servants and so on.

³ See Mitra, R. (2015, August 30). Working women's hostels half a solution. *Deccan Herald*. <http://www.deccanherald.com/content/498125/working-womens-hostels-half-solution.html>
Sharma, V. (2016, January 22). Security a far cry in women's hostels. *The Telegraph*. http://www.telegraphindia.com/1160122/jsp/odisha/story_65147.jsp#.V15Wg-Z97aY
Joshi, S. (2002, December 2). No security at working women's hostel. *The Hindu*. <http://www.thehindu.com/2002/12/02/stories/2002120205850400.htm>

Quality of Food: 56% of the respondents stated they chose working women’s hostels on account of the provision of hot cooked meals and hygienic quality of food.

3.3.5 AVAILABILITY AND QUALITY OF BASIC SERVICES AND FACILITIES PROVIDED IN THE HOSTELS

Sl.	Name of the City	% of Working Women								
		Bed in Room	Other Furniture in Room	Fan	Meal	Water Cooler/ Filter	Recreational Room	Sick/Medical Room	Visiting Room	Medical First Aid
1	Delhi	100%	98%	98%	84%	94%	76%	32%	90%	76%
2	Bhopal	100%	96%	100%	86%	89%	73%	12%	87%	72%
3	Lucknow	100%	91%	100%	85%	58%	62%	0%	94%	58%
4	Mumbai	100%	97%	99%	93%	95%	75%	18%	72%	63%
5	Ahmedabad	100%	100%	100%	96%	93%	60%	4%	87%	39%
6	Surat	100%	100%	107%	107%	77%	32%	6%	23%	16%
7	Kolkata	100%	92%	110%	106%	92%	90%	36%	92%	64%
8	Bangalore	90%	85%	99%	77%	85%	50%	19%	67%	40%
9	Hydearbad	100%	79%	100%	100%	89%	87%	23%	76%	83%
10	Chennai	93%	69%	97%	81%	44%	41%	10%	48%	39%
	Total	96%	87%	99%	87%	78%	61%	17%	69%	53%

Bedding, Furniture and Fans

According to the sample of 1846 women residents of working women’s hostels who were interviewed 96% of the hostels had beds. Only in some hostels in Bangalore and Chennai there were no beds. Respondents stated that 87% of hostels had furniture such as table, storage space and chairs. Almost all the hostels had basic furniture in Ahmedabad, Surat, Delhi and Mumbai. However in Chennai only 69% of the hostels were equipped with furniture. Respondents stated that 99% of the functional hostels had fans that were functional.

Dining facilities and availability of food in the Hostels

According to the sample of 1846 women residents of working women's hostels who were interviewed 87% of the hostels had dining hall facilities where cooked meals were provided. In some hostels in Bangalore (23%), Chennai (19%), Delhi (16%), Lucknow (15%), Bhopal, (14%), Mumbai (7%) and Ahmedabad (4%) such facilities were not available.

Clean Drinking water facilities

Respondents stated that 78% of the hostels were fitted with water coolers or filters that were functional. In Chennai the over half the hostels did not have a water cooler or filter.

First Aid, Medical Room facilities and availability of emergency medical care

According to the beneficiaries only 53% of the hostels had Medical First Aid readily available. In Surat 84% of the hostels did not have any available first aid. In Ahmedabad and Chennai and Bangalore 60% of the hostels did not have a first aid kit available. Further respondents stated that only 17% of the hostels across states had a sick or medical room facility.

Sl.	Name of the City	No. of Working Women				Total	
		Yes		No		No.	%
		No.	%	No.	%		
1	Delhi	135	72%	53	28%	188	100%
2	Bhopal	68	76%	22	24%	90	100%
3	Lucknow	0	0%	53	100%	53	100%
4	Mumbai	299	73%	112	27%	411	100%
5	Ahmedabad	72	64%	40	36%	112	100%
6	Surat	20	65%	11	35%	31	100%
7	Kolkata	62	81%	15	19%	77	100%
8	Bangalore	240	65%	127	35%	367	100%
9	Hyderabad	49	69%	22	31%	71	100%
10	Chennai	240	54%	206	46%	446	100%
	Total	1185	64%	661	36%	1846	100%

The beneficiaries were also questioned in the interviews about the availability of doctors and medical facilities in case of emergencies.

64% of the respondents stated that they had access to a doctor on call and/or availability of medical help in case of emergencies through the hostels. No such emergency medical services were available in to the women in Lucknow and were below adequate in Chennai.

Recreational Room - According to 1846 women residents interviewed 61% of the working women's hostels across states have a recreational room.

Visitors Room -According to the beneficiaries 69% of the hostels have visitor's rooms providing the women with a space to meet visitors, family and friends.

Sl.	Name of the City	% of Working Women									
		TV	Computer	Internet/ Wifi	Telephone	Geysers	Fridge	Washing Machine	Vigilant Security	Electricity	Generator
1	Delhi	94%	13%	12%	30%	72%	47%	9%	92%	100%	46%
2	Bhopal	74%	9%	21%	40%	48%	66%	0%	84%	100%	41%
3	Lucknow	53%	2%	0%	0%	0%	68%	0%	55%	100%	0%
4	Mumbai	95%	10%	16%	37%	92%	55%	24%	83%	100%	18%
5	Ahmedabad	88%	8%	2%	38%	65%	58%	0%	78%	100%	0%
6	Surat	100%	0%	0%	61%	100%	107%	0%	0%	100%	0%
7	Kolkata	100%	40%	17%	68%	4%	80%	0%	88%	100%	0%
8	Banglore	82%	11%	24%	29%	75%	66%	13%	75%	100%	60%
9	Hyderbad	97%	35%	82%	45%	55%	85%	14%	97%	100%	0%
10	Chennai	81%	3%	2%	30%	34%	39%	0%	57%	100%	29%
	Total	87%	10%	15%	34%	61%	57%	9%	75%	100%	30%

Electricity - According to the beneficiaries all the hostels were equipped with electricity. 30% of the hostels overall mostly confined to Bangalore (60%), Delhi (46%), Bhopal (41%), Chennai (29%) and Mumbai (18%) even have generator facilities for power back up.

TV - The women interviewed stated that 87% of the hostels are equipped with TV facilities.

Computer and Internet connectivity - One of the major drawbacks that was highlighted by the women was the lack of computers and internet connectivity. According to the beneficiaries interviewed only 10% of the hostels are equipped with computers and only 15% have Internet connectivity. In Lucknow and Surat there was no provision of Internet and it was almost non-existent in Chennai and Ahmedabad. Only in Hyderabad (82%) was Internet facilities provided were adequate.

Telephone - The women interviewed stated that 34% of the hostels provided telephone facilities.

Water heating facilities and washing machines - The scheme document states that implementing agencies will be provided financial assistance to for installing Solar Water Heating System/ Geyser and providing Washing Machines for the use of inmates of the Hostel. Beneficiaries stated that 61% of the hostels were equipped with water heating facilities and only 9% have the provision of washing machines. Washing machines are there in a handful hostels in Delhi, Mumbai, Bangalore and Hyderabad.

Refrigerator - The women interviewed stated that 57% of the hostels were equipped with refrigeration / fridge facilities.

Security Arrangements - Beneficiaries stated that 75% of the hostels across states have specialized security services to ensure the women's safety and security. The hostel in Surat has no specialized security services and little over half of the hostels in Chennai (57%) and Lucknow (55%) provided security services.

Table 3.3.11 Wardens Lives in Hostels							
Sl.	Name of the City	No. of Working Women				Total	
		Yes		No		No.	%
		No.	%	No.	%		
1	Delhi	177	94%	11	6%	188	100%
2	Bhopal	90	100%	0	0%	90	100%
3	Lucknow	53	100%	0	0%	53	100%
4	Mumbai	411	100%	0	0%	411	100%
5	Ahmedabad	112	100%	0	0%	112	100%
6	Surat	31	100%	0	0%	31	100%
7	Kolkata	77	100%	0	0%	77	100%
8	Bangalore	335	91%	32	9%	367	100%
9	Hyderabad	65	92%	6	8%	71	100%
10	Chennai	401	90%	45	10%	446	100%
	Total	1752	95%	94	5%	1846	100%

Provision of accommodation for the warden is mandated under the scheme. When the women beneficiaries were questioned about whether the warden stays in their hostel, 95% stated that the warden resides in their hostels had the provision of accommodation for the warden. Only in Chennai (10%), Bangalore (9%), Hyderabad (8%) and Delhi (6%) did women state that the warden does not reside in the hostel premises.

Table 3.3.12 Provision of Service									
Sl.	Name of the City	% of Working Women							
		Meal			Vigilant Security			Behaviour of the Warden	
		Good	Average	Poor	Good	Average	Poor	Satisfaction	Satisfaction
1	Delhi	51%	39%	9%	61%	32%	8%	88%	12%
2	Bhopal	69%	26%	5%	75%	18%	7%	100%	0%
3	Lucknow	51%	47%	2%	55%	38%	7%	100%	0%
4	Mumbai	56%	36%	8%	75%	22%	3%	97%	3%
5	Ahmedabad	48%	43%	9%	68%	32%	0%	94%	6%
6	Surat	48%	52%	0%	0%	0%	0%	100%	0%
7	Kolkata	51%	43%	5%	57%	37%	6%	97%	3%
8	Banglore	64%	31%	5%	79%	20%	2%	93%	7%
9	Hyderabad	76%	17%	7%	59%	30%	10%	98%	2%
10	Chennai	40%	46%	14%	52%	37%	11%	91%	9%
	Total	54%	38%	8%	67%	27%	5%	94%	6%

Quality of Food: 54% of the women beneficiaries stated that the quality of meals provided in the hostel was good, 38% stated that it was average while 8% said that the quality of food was poor. Highest satisfaction levels vis-à-vis the qualities of meals were observed in Hyderabad (76%), Bhopal (69%) and Bangalore (64%). Lowest satisfaction levels were noted in Chennai and Delhi.

Security Arrangements: 67% of the women beneficiaries stated that the provision of security in the hostel was good, 27% stated that it was average while 5% said that it was poor. Highest satisfaction levels vis-à-vis the security arrangements was observed in Bangalore (79%) followed by Mumbai and Bhopal (75%). Lowest satisfaction levels were noted in Chennai (11%), Hyderabad (10%) and Delhi (8%).

Services of the Warden - 94% of the women beneficiaries stated that they were satisfied with the services provided by the warden while 6% stated that they were not satisfied. Most of the women who stated that were not satisfied with the warden's services were confined to Delhi (12%), Chennai (9%) and Bangalore (7%).

3.4

NON- BENEFICIARIES

This section/chapter presents a profile of the non-beneficiaries of the scheme i.e. the working women who do not reside in the working women’s hostels receiving financial aid from the Ministry but avail other options such as paying guest, private rentals, private hostels and so on. One of the key objectives of this evaluation project is to situate socio-economic background of working women. Thus understanding the profile of non beneficiaries and their reasons for not opting for government supported working women’s hostels is an important constituent of the study.

As a part of the study 138 working women who were not availing any benefit under the scheme were interviewed to map their profile, understand their perspective on government funded working women’s hostels and their reasons for availing alternative accommodation options.

3.4.1 PROFILE

Sl.	Name of the City	Age Groups			Marital Status		Education			
		% of Non Beneficiaries			% of Non Beneficiaries		% of Non Beneficiaries			
		Upto 20 Years	21-30 Years	Above 30 Years	Unmarried	Married	Upto Primary	Metric/ Intermediate	Graduate/ Post Graduate	Any Other
1	Delhi	0%	100%	0%	92%	8%	0%	17%	71%	13%
2	Bhopal	0%	75%	25%	90%	10%	0%	25%	75%	0%
3	Lucknow	62%	38%	0%	100%	0%	8%	15%	77%	0%
4	Mumbai	0%	93%	7%	93%	7%	0%	0%	86%	14%
5	Ahmedabad	0%	100%	0%	100%	0%	0%	33%	67%	0%
7	Kolkata	0%	79%	21%	95%	5%	0%	37%	53%	11%
8	Banglore	25%	50%	25%	100%	0%	0%	0%	75%	25%
9	Hyderabad	0%	100%	0%	90%	10%	0%	0%	100%	0%
	Total	7%	83%	9%	93%	7%	1%	14%	77%	8%
Sl.	Name of the City	Religion			Social Groups					
		% of Non Beneficiaries			% of Non Beneficiaries					
		Hindu	Muslim	Christian/ Sikh	SC	ST	OBC	General		
1	Delhi	29%	54%	17%	4%	13%	25%	58%		
2	Bhopal	65%	35%	0%	40%	5%	10%	45%		
3	Lucknow	92%	8%	0%	0%	0%	38%	62%		
4	Mumbai	96%	4%	0%	0%	0%	14%	86%		
5	Ahmedabad	100%	0%	0%	50%	17%	17%	17%		
7	Kolkata	32%	58%	11%	11%	16%	26%	47%		
8	Banglore	100%	0%	0%	0%	0%	0%	100%		
9	Hyderabad	55%	35%	10%	0%	0%	0%	100%		
	Total	65%	29%	6%	10%	6%	17%	67%		

Age - The table below detailing the demographic profile of the non-beneficiaries illustrates that out of 138 respondents, 83% of the women were in the age group of 21-30 years. About 10% of the respondents were above 30 years while 7% were below 20 years in age. The data clearly show that vast majority of the women belong to the category of youth, 18-35 years.

Educational Status - Out of 138 non-beneficiary respondents, 77% of the women had completed their graduate and postgraduate degrees. About 14% of the respondents had completed their matric and intermediate levels. In Hyderabad all the working women interviewed had completed their graduate and postgraduate degrees. Kolkata (37%) followed by Ahmedabad (33%) had the maximum proportion of respondents who had only completed their matric and intermediate levels and started working.

Religion - Out of 138 respondents, 65% of the women were Hindu, 29% were Muslim and 6% were Christian or Sikhs. In Ahmedabad and Bangalore all the respondents interviewed was Hindu.

Caste/Category - To understand if there was a difference in preference for hostel facilities depending on the working women's caste background they were asked which caste/category do they belong to. Out of 138 respondents, 67% of the women belonged to the General category, 17% women belonged to the OBC category, 10% were SCs and 6% were STs. Comparing the caste background of the beneficiaries and non beneficiaries indicates that more persons from disadvantaged backgrounds avail government hostel facilities.

3.4.2 EMPLOYMENT DETAILS

Non beneficiaries under the scheme were asked questions about their employment status, area of work, salary and so on in order to understand the employment profile of the working women which is an important focal area of the study.

Sl.	Name of the City	% of Non-Beneficiaries				Total	
		Government		Private		No.	%
		No.	%	No.	%		
1	Delhi	11	46%	13	54%	24	100%
2	Bhopal	1	5%	19	95%	20	100%
3	Lucknow	0	0%	13	100%	13	100%
4	Mumbai	1	4%	27	96%	28	100%
5	Ahmedabad	1	17%	5	83%	6	100%
6	Kolkata	4	21%	15	79%	19	100%
7	Bangalore	1	13%	7	88%	8	100%
8	Hyderabad	0	0%	20	100%	20	100%
	Total	19	14%	119	86%	138	100%

86% of the non-beneficiary working women were employed in the private sector while 14% worked in the governments sector. In Hyderabad and Lucknow all the working women interviewed were working in the private sector closely followed by Mumbai (96%) and Bhopal (95%). An exception to the trend was Delhi where 46% of the working women interviewed were employed in the government sector.

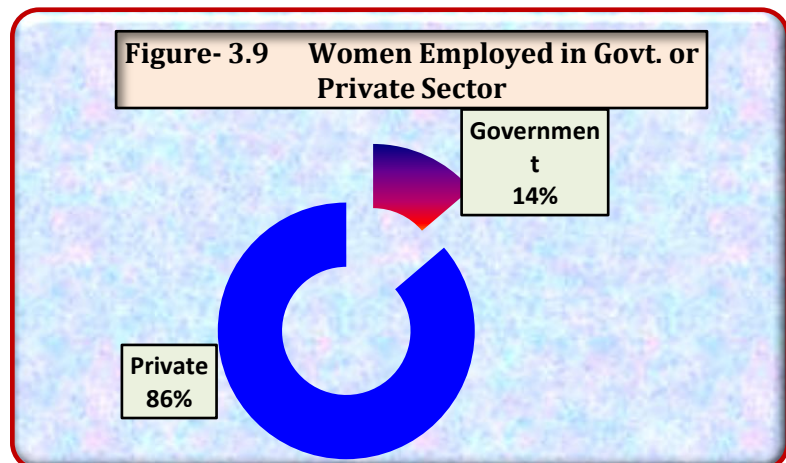


Table 3.4.3		
Average Salary per Month of Working Women (Non Beneficiaries)		
Sl.	Name of the City	Average Salary per Month (Rs.)
1	Delhi	25458
2	Bhopal	20450
3	Lucknow	10000
4	Mumbai	31066
5	Ahmedabad	15833
7	Kolkata	22889
8	Bangalore	23643
9	Hyderabad	33500
	Total	26046

The salary of the non-beneficiary working women is an important indicator of the economic status and affordability of the working women. The average monthly salary of the working women across states was Rs. 26,046/- per month. A comparison of the average monthly salaries of the beneficiaries (Rs. 17,404/- per month) and non-beneficiaries (Rs. 26,046/- per month) clearly indicates that non-beneficiaries earn higher salaries. The average monthly salary was lowest in Lucknow at Rs. 10,000/- and highest in Mumbai at Rs. 31,066/- per month.

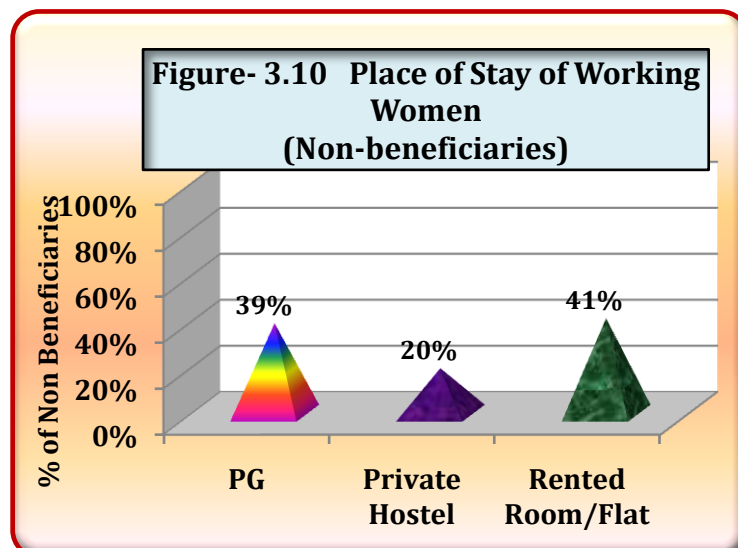
Table 3.4.4		
Average Hostel Fee Paid by Working Women (Non Beneficiaries)		
Sl.	Name of the City	Average Amount per Month (Rs.)
1	Delhi	3433
2	Bhopal	2640
3	Lucknow	3167
4	Mumbai	7000
5	Ahmedabad	4167
7	Kolkata	2811
8	Bangalore	4500
9	Hyderabad	5225
	Total	3888

The average hostel fee paid by the women is indicative of the proportion of the salary working women have to spend on accommodation. The average hostel fees paid by the non-beneficiary respondents was Rs. 3,888/-.

Thus on an average over one-sixth of the women's salary went on accommodation costs. A comparison between the beneficiaries and non-beneficiaries indicates that despite commanding higher salaries non-beneficiaries spend a lower proportion of their salary (one sixth) on accommodation costs vis-à-vis beneficiaries (one fourth). The accommodation costs were highest in Mumbai (Rs. 7,000/ -) and Hyderabad (Rs. 5,225/-)

Sl.	Name of the City	No. of Non Beneficiaries						Total	
		PG		Private Hostel		Rented Room/ Flat			
		No.	%	No.	%	No.	%	No.	%
1	Delhi	15	63%	0	0%	9	38%	24	100%
2	Bhopal	7	35%	13	65%	0	0%	20	100%
3	Lucknow	13	100%	0	0%	0	0%	13	100%
4	Mumbai	5	18%	3	11%	20	71%	28	100%
5	Ahmedabad	1	17%	1	17%	4	67%	6	100%
7	Kolkata	6	32%	5	26%	8	42%	19	100%
8	Bangalore	0	0%	0	0%	8	100%	8	100%
9	Hyderabad	7	35%	5	25%	8	40%	20	100%
	Total	54	39%	27	20%	57	41%	138	100%

The rationale behind interviewing non-beneficiaries was to understand their accommodation preferences. 41% of the working women interviewed stated that they preferred to privately rent a room or flat, 39% opted to



stay in a Women's PG while 20% chose private hostels.

Here it is important to take note of some of the important geographical variations. All the non-beneficiaries interviewed in Bangalore expressed their preference for private rented accommodation, followed by a significant percentage of respondents in Mumbai (71%) and Ahmedabad (67%).

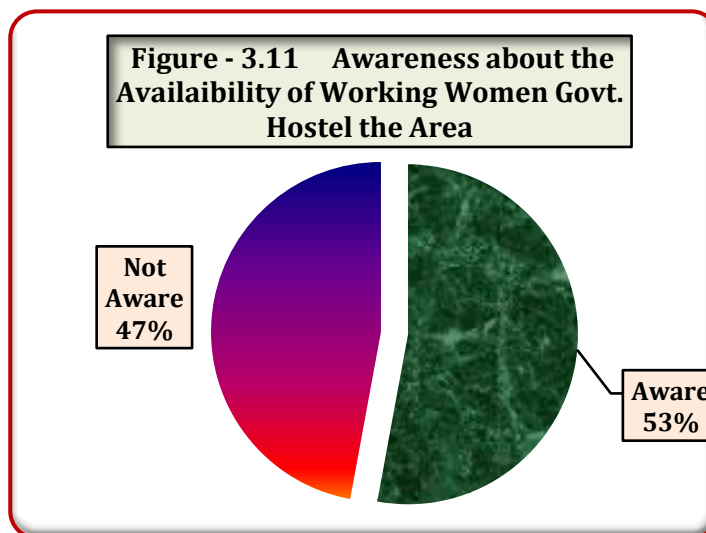
Sl.	Name of the City	No. of Working Women						Total	
		Under 1 year		1-2 years		2-3 years		No.	%
		No.	%	No.	%	No.	%		
1	Delhi	4	17%	16	67%	4	17%	24	100%
2	Bhopal	7	35%	12	60%	1	5%	20	100%
3	Lucknow	13	100%	0	0%	0	0%	13	100%
4	Mumbai	24	86%	4	14%	0	0%	28	100%
5	Ahmedabad	4	67%	1	17%	1	17%	6	100%
7	Kolkata	3	16%	10	53%	6	32%	19	100%
8	Bangalore	6	75%	2	25%	0	0%	8	100%
9	Hyderabad	12	60%	7	35%	1	5%	20	100%
	Total	73	53%	52	38%	13	9%	138	100%

53% of the non-beneficiary respondents had been availing current private accommodation for less than a year, 38% had been staying in such accommodation between 1-2 years while 9 % had been living for 2-3 years.

3.4.3 AWARENESS

Sl.	Name of the City	No. of Working Women				Total	
		Yes		No		No.	%
		No.	%	No.	%		
1	Delhi	9	38%	15	63%	24	100%
2	Bhopal	7	35%	13	65%	20	100%
3	Lucknow	7	54%	6	46%	13	100%
4	Mumbai	22	79%	6	21%	28	100%
5	Ahmedabad	4	67%	2	33%	6	100%
6	Kolkata	7	37%	12	63%	19	100%
7	Bangalore	8	100%	0	0%	8	100%
8	Hyderabad	9	45%	11	55%	20	100%
	Total	73	53%	65	47%	138	100%

To understand whether or not the non beneficiaries opted for private accommodation facilities due to lack of awareness of the government scheme of working women's hostels, the non beneficiary respondents were asked questions to ascertain their awareness about the scheme. 53% of the respondents were aware of the scheme and

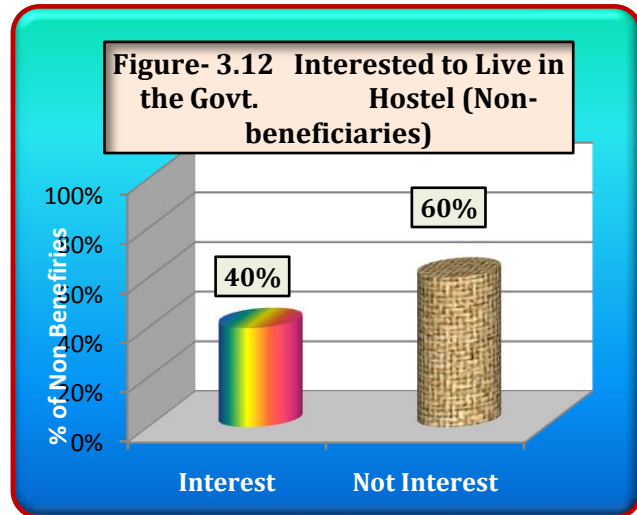


existence of functional government aided working women's hotels in the area while 47% of the respondents were not aware of the presence of government supported hostels. High awareness levels about the scheme were observed in Bangalore (100%) and Mumbai (79%) while dismal awareness levels were seen in Bhopal (65%), Delhi and Hyderabad (63%).

3.4.4 PREFERENCE IN ACCOMMODATION- PRIVATE ACCOMMODATION FACILITIES VIS-À-VIS GOVERNMENT AIDED WORKING WOMEN HOSTELS

Sl.	Name of the City	No. of Working Women				Total	
		Yes		No			
		No.	%	No.	%	No.	%
1	Delhi	5	21%	19	79%	24	100%
2	Bhopal	4	20%	16	80%	20	100%
3	Lucknow	2	15%	11	85%	13	100%
4	Mumbai	23	82%	5	18%	28	100%
5	Ahmedabad	5	83%	1	17%	6	100%
6	Kolkata	8	42%	11	58%	19	100%
7	Bangalore	3	38%	5	63%	8	100%
8	Hyderabad	5	25%	15	75%	20	100%
	Total	55	40%	83	60%	138	100%

60% of the non-beneficiary respondents expressed that they were not interested in living in government-aided hostels while 40% stated that they would have preferred staying in government aided hostels. In Ahmedabad (83%) and Mumbai (82%) a high proportion of respondents expressed preference for government-aided hostels. In Lucknow (85%), Delhi (79%), Bhopal



and Hyderabad (75%) non-beneficiaries expressed a preference for private accommodation facilities vis-à-vis government aided hostels.

3.4.5 REASONS FOR NOT PREFERRING GOVERNMENT AIDED WORKING WOMEN HOSTELS

Respondents who expressed awareness about Government aided working women Hostels were interviewed about their reasons for not opting for accommodation in government aided hostels.

Table 3.4.9 Reasons for Not Living in the Hostels Sponsored by WCD									
Sl.	Name of the City	% of Non Beneficiaries							
		Not Eligible		Non Availability of Rooms		Timing not Suitable		Lack of Facilities	
		Yes	No	Yes	No	Yes	No	Yes	No
1	Delhi	56%	44%	50%	50%	25%	75%	13%	88%
2	Bhopal	0%	100%	75%	25%	25%	75%	0%	100%
3	Lucknow	0%	100%	0%	100%	33%	67%	50%	50%
4	Mumbai	4%	96%	23%	77%	27%	73%	5%	95%
5	Ahmedabad	0%	100%	0%	100%	20%	80%	0%	100%
6	Kolkata	0%	100%	0%	100%	20%	80%	0%	100%
7	Banglore	0%	100%	13%	88%	25%	75%	0%	100%
8	Hyderbad	0%	100%	0%	100%	50%	50%	0%	100%
					0%				
	Total	8%	91%	24%	76%	26%	74%	6%	94%
Sl.	Name of the City	% of Non Beneficiaries							
		Lack of Cleanliness		Poor Quality of Food		Lot of Boundation		Distance	
		Yes	No	Yes	No	Yes	No	Yes	No
1	Delhi	13%	88%	13%	88%	25%	75%	0%	100%
2	Bhopal	0%	100%	50%	50%	25%	75%	0%	100%
3	Lucknow	33%	67%	33%	67%	0%	100%	0%	100%
4	Mumbai	0%	100%	5%	95%	0%	100%	45%	55%
5	Ahmedabad	25%	75%	25%	75%	0%	100%	75%	25%
6	Kolkata	75%	25%	75%	25%	0%	100%	0%	100%
7	Banglore	0%	100%	0%	100%	0%	100%	75%	25%
8	Hyderbad	0%	100%	0%	100%	0%	100%	50%	50%
	Total	11%	89%	16%	84%	5%	95%	36%	64%

Eligibility: 8% of the respondents stated they had not applied to the government aided working women's hostels as they did not meet the eligibility criterion. Of this large proportions were women working in Delhi (56%).

91% of the respondents stated that they met the eligibility criterion but chose not to apply for government aided working women hostel accommodation.

Non-Availability of Rooms: 24% of the respondents stated they did not opt for government aided working women's hostels as there were no vacancies or room available. 76% of the respondents stated that non-availability of rooms was not the determining factor for not opting for government aided working women's hostel accommodation.

Timings: 26% of the respondents stated they did not opt for government aided working women's hostels as the timings were not suitable. This was a particular problem in Hyderabad hostels (50%).

74% of the respondents stated that the timings was not the determining factor for not opting for government aided working womens hostel accommodation.

Lack of Facilities: 6% of the respondents stated they did not opt for government aided working women's hostels due to lack of facilities. This was a particular problem in Lucknow hostels (50%).

94% of the respondents stated that the lack of facilities was not the determining factor for not opting for government aided working women's hostel accommodation.

Lack of Cleanliness - 11% of the respondents stated they did not opt for government aided working women's hostels due to lack of cleanliness. This was a particular problem in Lucknow hostels (33%).

89% of the respondents stated that the lack of cleanliness was not the reason for not choosing to stay in government aided working women's hostel accommodation.

Poor Quality of Food - 16% of the respondents stated they did not opt for government aided working women's hostels due to poor quality of food. This was a particular problem in Bhopal hostels (50%). 84% of the respondents stated that poor quality of food was not the reason for not opting for government aided working women's hostel accommodation.

Rules, Restrictions and Boundaries - 5% of the respondents stated they did not opt for government aided working women's hostels due to stringent rules and restrictions. This reason was confined to working women non-beneficiaries in Delhi and Bhopal (25%). 95% of the respondents stated that restrictions and boundaries applicable in government aided working women hostels was not the reason for not choosing to stay in them.

Distance from Place of work - 36% of the respondents stated they did not opt for government aided working women's hostels as they were far away from their place of work, making the commute longer. This emerged as a key reason in Ahmedabad (75%), Bangalore (75%), Hyderabad (50%) and Mumbai (45%) where women opted for private rentals due to proximity from place of work. 64% of the respondents stated that distance from work was not the determining factor for not opting for government aided working women's hostel accommodation.

Interviews were conducted with officials responsible for administering the implementation of the working women's hostel scheme. 15 stakeholders namely Deputy Director, Senior Consultant, Section officer, Project officer, Probation Officer, District Probation Officer, District Women and Child Development officer, Office Assistant, Junior Assistant, Superintendent were interviewed to gather qualitative information and their opinions about the scheme and implementing agencies running the hostels, evaluate the services provided/received by the inmates and assess strengths and weaknesses of the norms of the Scheme. Interaction with the stakeholders also helped clearly bring out the modifications and changes required in the making the scheme more effective.

The following section highlights the opinions of the stakeholders.

STRENGTH OF THE WORKING WOMEN HOSTELS

1. **Affordability:** The biggest strength of the working women's hostels built with government financial aid is that they provide accommodation at affordable rates as the implementing agencies are mandated to provide services on a no profit no loss basis. This is a big advantage for working women who can otherwise be overcharged and cheated by private players. Government aided hostels charge low rent rates and hence prove more economical.
2. **Security:** Another advantage posed by government aided working women's hostels is provision of security. The scheme mandates that the implementing agencies have to equip hostels with security services such as security guards and CCTV's. Security concerns are a major deterrent for women across India to take up employment in metro cities especially Delhi which have become known for lack of safety of women. In this light working women hostels with security possess major advantages.
3. **Availability and Accessibility:** In interviews stakeholders opined that there is a visible trend of increasing women migrating from rural and small town India to seek employment and better economic opportunities, this has led to a surge in demand for women's hostels. In this context working women's hostels, which are often

centrally located and well connected with the public transport network in cities, fulfill this demand for **secure, affordable, conveniently located and accessible accommodation.**

4. **Implementing Agencies operate hostel on not-for profit basis:** Voluntary Organizations (registered Societies, Public Trusts etc.), Women's Development Corporations, Universities, Schools/Colleges of Social Work, Local Bodies, Cooperative Institutions, State Governments and Union Territories Administrations receive financial assistance under the Scheme. All these are registered recognized bodies that are mandated under the scheme to provide services on a not for profit basis. This ensures accountability and basic quality of services.

Weakness of the Hostels

1. **Lack of Maintenance:** This is a major problem in government aided working women's hostels. Due to lack of a revolving funds and/or grants for maintenance most of the hostel buildings are in a state of disrepair and some even collapse when they become very old.
2. **Lack of Funds:** There is paucity of funds for completion of work, upgrade of facilities and maintenance due to time lag between sanction of the hostels and release of grants.
3. **Lack of latest Technology:** Hostels lack facilities required for working persons such as Internet connectivity and computers.
4. **Lack of other facilities:** Hostels are not equipped with day care centres, laundry facilities, visitor rooms, and recreation place and so on, which is a big disadvantage.
5. **Lack of regular Monitoring and Accountability:** Despite a mechanism for regular monitoring, often due attention is not given to monitoring. Once funds are given the hostels practice little accountability-
 - Using hostels for other purposes
 - Not following the rules and regulation such as those pertaining to admission process fee, rent, medical care, food and so on
 - Non submission of records to the Ministry
 - Duplication in list of hostels

It is important that the scheme regulations which mandate regular submission of progress report to the Women and Child Development state department by the Implementing Agencies is stringently enforced. Further District Authorities should visit hostels on regular basis to monitor the functioning of the hostels.

1. **Lack of Publicity-** Awareness level among working women about the government aided working women’s hostels and its facilities is low. There is little publicity of the facilities offered by the hostels resulting in lower demand.
2. **Insufficient hostels-** Despite the burgeoning number of women working in both urban and rural areas, the utilization of the assistance under the scheme has been a meager 916 hostels in the country since 1972-73. This illustrates a gap between the needs of working women and the provision of facility of a safe residence. 80% of the stakeholders opined that there is a need for greater number of hostels overall in urban areas and particularly in the cities.

Sl.	Name of the City	No. of		No. of Stakeholders				Total	
		Hostels Needed		Yes		No/Not Response		No.	%
		State	City	No.	%	No.	%		
1	Bhopal	17	2	1	100%		0%	1	100%
2	Lucknow		2	1	100%		0%	1	100%
3	Mumbai		10	3	100%		0%	3	100%
4	Ahmedabad	50	10	2	100%		0%	2	100%
5	Surat		1	1	100%		0%	1	100%
6	Bangalore	50	10	3	100%		0%	3	100%
7	Hyderabad	5	2	1	100%		0%	1	100%
8	Chennai				0%	2	100%	2	100%
9	Dehradun (Not Response)					1	100%	1	100%
	Total	122	37	12	80%	3	20%	15	100%

Note: Stakeholders in Delhi and Kolkata have not interviewed. They said they are not involved/ connected with Hostels/scheme

EVALUATION OF FACILITIES PROVIDED IN THE HOSTEL

The stakeholders opined that when the hostels were built full efforts were made to ensure complete compliance with the Ministry norms for provision of basic facilities. However there was a problem of lack of maintenance and upgrade of facilities. They stated that there was scope for improvement in the following provision of facilities:

- Provision of day care facilities
- Provision of separate rooms for working women equipped with basic furniture
- Upgrade security services by installation of CCTV cameras.
- Provision of internet connectivity
- Improve provision of recreation facilities
- Provision of visitors room
- Ensure good quality hot food in the hostel mess
- Supply of basic amenities like clean drinking water should be increased to fulfill the demand
- Upgrade the buildings and toilets.

SUGGESTIONS ON REVISION AND MODIFICATIONS IN THE SCHEME

Suggested Modifications in the scheme

11. Provision of More Hostels:

- To fulfill its objectives of creating enabling conditions for women to seek employment outside their homes, there is a need to increase the availability of hostels
- Encourage and incentivize organizations to demand for financial assistance from Ministry for construction of hostels
- Emphasis on creating hostels near industrial areas, government complexes and IT hubs to ensure accessibility.
- Expand accommodation facilities in existing hostels

12. Provision of Funds for Maintenance:

- Create provision for a revolving fund and/or grants for maintenance in the scheme to ensure regular maintenance and upkeep of hostel buildings and equipment.
- 25% of the funds given by state government for the hostel construction should be used for maintenance.
- Maintenance should include renovation and upgrade of obsolete equipment
- Create provision that in case of demolition of hostel building due to dilapidated condition of building then the plot should be used for constructing a new working women's hostel rather than for other purposes.

13. Change in eligibility rules and Regulations:

- In conditions for eligibility the salary limit of working women should be increased to ensure wider outreach and cover more eligible women.
- As per the existing rules a woman can live in the hostel for maximum of 3 years. This limit may be relaxed for single women, widows and differently abled.
- The rule under the scheme state that a girl child of the working women can reside with mother for 18 years and male child for 7 years. This rule should be reevaluated because the child, irrespective of their gender needs the mother. For boy child the cap of 7 years should be changed to at least 10 years.

14. Provision of funds for Awareness and Publicity

- There should be provision of funds within the scheme for publicity, advertisements and generating awareness about the hostels, facilities provided and benefits. For example Pamphlets about the hostel facilities may be distributed in the nearby offices, educational institutes and private hostels.

15. Upgrade of facilities

- In addition to maintenance there is a need to upgrade facilities such as kitchen equipment, laundry machines
- Incentivize use of sustainable sources of energy such as solar energy for electricity, water heating and inverter/ generator.

16. Provision of new facilities

- Hostels must ensure laundry facility
- Hostels must ensure Internet connectivity and computer room with printing and scanning facilities.
- Hostels may include facilities such as libraries, common room, recreation room, gym to provide additional facilities

17. Monitoring and Strict Enforcement of Rules

- Need for Hostel management committees responsible for daily monitoring need to be more proactive. The submission of half yearly reports to the Ministry by the District Women's Welfare Committee with copy to the state government must be strictly ensured.

The Hostel management committees should pay special attention to the following :

- Ensure that hostel buildings are not used for other purposes
- Ensure that rules and regulation are followed such as those pertaining to
 - admission process
 - fees, emergency medical care,
 - hot cooked meals
 - purified drinking water
- Ensure mandated reservation for differently abled and provision of specialized infrastructure like ramps
- Ensure day care centers as mandated by the scheme are built and functional
- Ensure timely submission of progress report to the Ministry

- The Government of India launched the working women's hostel scheme in 1972-73 in order to promote greater mobility of women in the employment market. The main objective of the scheme is to promote availability of safe and conveniently located accommodation for working women, with day care facility for their children, As a part of the scheme the Ministry of Women & Child development provides financial assistance to the following implementing agencies - voluntary organizations, registered societies, public trusts, schools, colleges and universities and local bodies - for construction/expansion of hostels for working women.
- Working Women are entitled to hostel facilities provided their gross income does not exceed Rs. 50,000/- consolidated (gross) per month in metropolitan cities, or Rs. 35,000/- consolidated (gross) per month, in any other place. Further working woman are generally not allowed to stay in a hostel, assisted under this scheme for more than three years.

Functional Hostels, Non Functional Hostels and Others

- Since its inception in 1972-73, 916 hostels have been sanctioned under the MoWCD Working Women's Hostel scheme all over the country benefitting about 68,656 working women. The evaluation study covered 126 working women's hostels across 11 cities financially supported by the MoWCD scheme to evaluate the services provided/received by the inmates and assess deviation from the norms of the Scheme in running of the hostels. When field investigators visited the listed sites of the hostels, it was found that 68 hostels were fully functional while 14 hostels were not functional. 44 hostels were not found existing on the ground at the specified address for a variety of reasons such as duplication in the list, established elsewhere, non-receipt of government grant and so on.

Implementing Agencies

- Of the 68 functional hostels covered under the study in 86% hostels the implementing agency was a Civil society organization (including Trust) which met the prescribed conditions such as recognized institution, proven track record of working in the fields of women's welfare, sound financial position and run the hostel

and the Day-care Centre for pre-school children on a no- profit basis. 7% of the working women's hostels were executed by a recognized University.

Year of Establishment

- Of the 68 functional hostels covered under the study, 20 (29%) were established in the decade from 1986-95, 18 hostels were established between 1976-86. Another 20% hostels were established from the inception of the scheme to 1976. Thus 82% of the hostels were constructed between mid 1970s to mid 1990's. Only 12 hostels have been constructed in the last two decades.

Pattern of Grant -in Aid for Construction

- Field data revealed that on an average the 68 fully functional hostels across 9 cities had received 76% of the sanctioned grant in aid from the MoWCD.
- Interviews with representatives of the implementing agencies revealed that 41% faced no problem in receiving timely installments of the grants from the Ministry. 12% stated that they faced problems in getting the grant in aid as per sanctioned expenditure from the Ministry especially the last 10% installment was not received.
- The release of the second and third installment by the MoWCD to the implementing agency is contingent on submission of the Utilization Certificate of the previous installment. 38% of the hostels have submitted duly certified utilization certificates. In Kolkata all the functional hostels have submitted the utilization certificates. 7% of the hostels have not submitted the utilization certificates.
- 26% of the 68 fully functional hostels were constructed with the sole support of the MoWCD. 21% of the hostels have also received funds for the construction from sources other than the MoWCD.

Hostel Buildings

- 74% of the hostel buildings have been constructed by the implementing agencies with MoWCD support exclusively for the purposes of the working women's hostels scheme. Only 1% of the hostels are working out of government buildings, namely one hostel in Bhopal, one in Lucknow and one in Bangalore.

- On an average the hostels had three floors. 25% of the hostels had 2 floors, 10% working women's hostels had a single floor and 9% hostels had 4 floors. An exception was Mumbai where 15 working women's hostels (over 85%) had a large number of floors.

Occupancy

- On an average the hostels the occupancy rate of the hostels was 105% of the sanctioned capacity.
- **Overcrowding and underutilization-** The Working Women's Hostels in some cities like Chennai (156%), Bhopal (147%), Mumbai (117%) and Hyderabad (108%) occupancy exceeded sanctioned capacity leading to the problem of overcrowding. While hostels in cities like Surat (52%) and Lucknow (58%) were underutilized, as occupancy was nearly half of the sanctioned capacity.
- Overall majority of the hostels were occupied by working women who comprised 75% of the present occupants while 25% were students.
- **Waiting list-** Only 34% of the working women's hostels had a waiting list indicating the demand. 66% hostels did not have a waiting list.

Hostels for the Differently Abled

- One of the important criteria of the scheme is that the working hostels should be also provide for reservation of seats for differently abled or physically challenged beneficiaries. Field survey revealed that only 32% of the hostels had the provision for reservation for differently abled women. None of the working women hostels in Bhopal, Lucknow, Ahmedabad, and Surat have reservation of seats for differently abled.
- The scheme guidelines for implementing agencies lay down that facilities for differently abled persons mandatory. However only 22% of the Hostel have specialized facilities for differently abled such as ramps. Handrails, wheel chairs to aid mobility and disabled friendly toilets. 78% of the hostels have no such specialized facilities.

- Of these 15 working women's hostels with specialized facilities for differently abled 43% have specialized toilets; 36% have ramps, 29% have wheel chairs. Only the hostels in Bangalore have provision of handrails for aiding mobility.

Hostel Facilities

- Interviews with representatives of the implementing agencies were conducted to find out if the hostels were equipped with the facilities mandated by the scheme. The following findings emerged from the interviews:
 - **Beds** -97% of the sample functional hostels had beds. Only in some hostels in Bangalore and Chennai there were no beds. Majority (66%) of the working women's hostels have double beds. 59% of the hostels have rooms that accommodate three beds. 43% have dormitory facilities.
 - **Furniture and Fans** - 85% of hostels were equipped with a table, 87% had chairs and 91% had storage space such as almirah. Almost all the hostels had basic furniture in Surat, Delhi, Bhopal and Lucknow. However in Kolkata few hostels were equipped with furniture. 99% of the sample hostels had fans that were found to be functional and working in satisfactory condition.
 - **Dining facilities and availability of food in the Hostels** - 90% of the hostels were equipped with a kitchen where food was cooked for the residents. All the hostels had kitchen facility other than few hostels in Mumbai, Ahmedabad, Chennai and Bangalore. 84% of the functional hostels had mess/dining hall facilities where hot cooked meals were served. In some hostels in Bhopal, (50%), Lucknow (33%), Ahmedabad (25%), Bangalore (23%), Delhi (20%), Chennai (10%) and Mumbai (7%) such facilities were not available.
 - **Clean Drinking water facilities** - 91% of the sample functional hostels had water coolers or filters installed that were found to be functional and working in satisfactory condition. In Chennai 40% of the hostels did not have a water cooler or filter.
 - **First Aid, Medical Room facilities and availability of emergency medical care-** 79% of the sample functional hostels had Medical First Aid readily available. In Surat 84% of the hostels did not have any available first aid. In Ahmedabad and Chennai and Bangalore 60% of the hostels did not have a first aid kit available. Further only 22% of all functional hostels across states had a sick or medical room

facility. No such room was there in any of the hostels in Surat, Ahmedabad, Lucknow. Only 22% of the hostels across states have a doctor on call or availability of medical help in case of emergencies. No such emergency medical services are available in any of the hostels in Surat, Ahmedabad, Lucknow and Kolkata.

- **Recreational Facilities** -69% of the sample functional hostels had recreational rooms equipped with TV.
- **Visitors Room** - 79% of the sample functional hostels had visitor's rooms providing the women with a space to meet visitors, family and friends.
- **Electricity**- All the sample functional hostels were equipped with electricity. Some hostels in Bangalore (85%), Delhi (70%), Bhopal (50%), Chennai (30%) and Mumbai (20%) even have generator facilities for power back up.
- **TV** - 88% of the sample functional hostels are equipped with TV facilities.
- **Computer and Internet connectivity**- Only 13% of the sample functional hostels are equipped with computers. There was no computer facility in hostels in Bhopal, Lucknow, Mumbai and Surat. Only 22% hostels have Internet connectivity. None of the hostels in Surat, Ahmedabad and Lucknow have any internet connectivity. Hyderabad hostels (75%) lead in terms of provision of internet connectivity followed by Kolkata (50%).
- **Telephone** - 22% of the sample functional hostels are equipped with telephone facilities.
- **Water heating facilities and washing machines** - The scheme document states that implementing agencies will be provided financial assistance for installing Solar Water Heating System/ Geyser and providing Washing Machines for the use of inmates of the Hostel. 71% of the sample functional hostels are equipped with water heating facilities. Only 15% have the provision of washing machines. Washing machines are there in a handful hostels in Delhi, Mumbai, Bangalore and Hyderabad.
- **Refrigerator**- 81% of the sample functional hostels are equipped with refrigeration /fridge facilities.
- **Security Arrangements** - 79% of the sample functional hostels have specialized security services to ensure the women's safety and security. The hostel in Surat has no specialized security services.

- **CCTV's** - The initiative of installing CCTV's on entry and exit routes of the hostels with recording facilities has been recommended in many states to ensure women's safety security. It was found that 50% hostels have CCTV facility. Around 44% of the hostels have CCTV facility on the main entrance, 44% have it at the office entrance while 43% of the hostels have it around the hostel premises.

Cleanliness of the Hostels

- An important part of the maintenance facilities provided by the hostels are maintaining cleanliness and hygiene. In 69% of the hostels the rooms of the hostlers are cleaned daily especially in all the hostels in Ahmedabad, Surat and Chennai. The rooms are cleaned at regular intervals in 31% of the hostels.
- In 91% of the hostels toilets are cleaned daily especially in all the hostels in Delhi, Bhopal, Lucknow , Ahmedabad, Surat and Chennai.
- In 91% of the hostels the hostel premises are cleaned daily especially in all the hostels in Delhi, Bhopal, Lucknow, Ahmedabad, Surat and Hyderabad.

Warden and Staff

- The average staff employed per hostel was 10 persons including the hostel warden, cook, housekeeping staff, chowkidar or security guards.
- **Hostel warden** - All the hostels had one warden; only in Ahmedabad and Surat the hostels had two wardens. In 93% the warden resided in the hostel. In Almost all the hostels (96%) had the provision of separate warden room or accommodation for the warden. Only two hostels in Bangalore and another in one in Hyderabad did not have accommodation facility for the warden in the hostel premises.
- **Cook** - On an average each of the hostels had three cooks to prepare the meals. In Delhi the hostels had 6 cooks while in Mumbai there were 4. In Bangalore each hostel had one cook.
- **Chowkidar or security guards**- On an average each of the hostels had two security guards.
- **House Keeping**- On an average each of the hostels had four housekeeping staff. In Bhopal the hostels had 8 house-keeping staff.

- Almost all the hostels (97%) had a functioning Hostel Management Committees. Only one hostel in Bhopal and another in Chennai did not have an appointed Hostel Management Committee.

DAY CARE CENTERS

- An important aspect of the stated objectives of the scheme is to promote availability of accommodation for working-women along with day care facility for their children. There are clear guidelines in the scheme that the implementing agency should run the hostel and the Day-care Centre for pre-school children on a no- profit basis.
- The field team observed that out of the 68 functional working women hostels that it visited as a part of the evaluation study, day care centre facility was available in merely two hostels one in Bangalore and one in Mumbai namely :
 - **Bangalore-** Karnataka State Council of Child Welfare, 135 III Cross, Mandidurg Road, Jayamahal Bangalore-560006.
 - **Mumbai** - Young Women's Christian Association, 75, Motlibai Street Byculla Bombay- 400008
- Even in both these cases the funds for running the day care centre had been generated by the agencies themselves and the representatives stated that did not receive any grant from the Ministry for the setting up of the day care centre. Thus a major finding that emerged is that vast majority of the working women's hostels are not following the mandated objectives of setting up a day care Centre.
- 76% of the working women (beneficiaries) were employed in the private sector while 24% worked in the governments sector
- The salary of the beneficiary working women is an important indicator of the economic status and affordability of the working women. The average monthly salary of the working women across states was Rs. 17,404/- per month.
- The average hostel fees paid by the women indicate the proportion of the salary working women have to spend on accommodation. The average hostel fees paid by the women across states was Rs. 3,964/-. Thus on an average over one-fourth of the

women's salary went on hostel fees alone. The hostel fees were highest in working women's hostels in Mumbai (Rs. 5,153/-) and Delhi (Rs. 4,589/-)

Factors underlying the demand of working women's hostels in cities

- **Security-** 82% of the respondents stated they opted for working women's hostels as they were more secure than other available accommodation options. The locations were often at secure places in the centre of the cities, which are well connected and the hostels had provision of security guards. Further there was greater security as so many women reside together in a group and there is security staff another staff like warden.
- **Affordability-** 78% of the respondents stated they selected working women's hostels as they were more affordable and pocket friendly than other available accommodation options. As mentioned earlier on an average the respondents spent a fourth of their salary on hostel fees.
- **Accessibility and Location-** 77% of the respondents stated they preferred working women's hostels as they were easily accessible due to their location and well connected with the public transport network providing easy accessibility to their office.
- **Quality of facilities provided-** 64% of the respondents stated they chose to stay in working women's hostels on account of the services provided for example food, bedding, furniture, utilities like hot water and electricity, washing facility, cleaning facility, provision of security and medical care. This ensured that women were not hassled with arranging for all this on their own, keeping track of bills, servants and so on.
- **Quality of Food:** 56% of the respondents stated they chose working women's hostels on account of the provision of hot cooked meals and hygienic quality of food.

PERSPECTIVE OF THE NON BENEFICIARIES

- 53% of the respondents were aware of the scheme and existence of functional government aided working women's hotels in the area while 47% of the respondents were not aware of the presence of government supported hostels.
- 60% of the non-beneficiary respondents expressed that they were not interested in living in government-aided hostels while 40% stated that they would have preferred staying in government aided hostels.

PERSPECTIVE OF THE STAKEHOLDERS

- Interviews were conducted with officials responsible for administering the implementation of the working women's hostel scheme. 15 stakeholders namely Deputy Director, Senior Consultant, Section officer, Project officer, Probation Officer, District Probation Officer, District Women and Child Development officer, Office Assistant, Junior Assistant, Superintendent were interviewed to gather qualitative information and their opinions about the scheme.

Strength of the Working Women Hostels

- **Affordability** - The biggest strength of the working women's hostels built with government financial aid is that they provide accommodation at affordable rates as the implementing agencies are mandated to provide services on a no profit no loss basis.
- **Security** - Another advantage posed by government aided working women's hostels is provision of security. The scheme mandates that the implementing agencies have to equip hostels with security services such as security guards and CCTV's.
- **Availability and Accessibility:** Increase in women migrating from rural and small town India to seek employment has led to a surge in demand for women's hostels. In this context working women's hostels, which are often centrally located and well connected with the public transport network in cities, fulfill this demand for secure, affordable, conveniently located and accessible accommodation.
- **Implementing Agencies operate hostel on not-for profit basis** - Voluntary Organizations (registered Societies, Public Trusts etc.), Women's Development

Corporations, Universities, Schools/Colleges of Social Work, Local Bodies, Cooperative Institutions, State Governments and Union Territories Administrations receive financial assistance under the Scheme. All these are registered recognized bodies that are mandated under the scheme to provide services on a not for profit basis. This ensures accountability and basic quality of services .

Weakness of the Working Women Hostels

- **Lack of Maintenance** - This is a major problem in government aided working women's hostels. Due to lack of a revolving funds and/or grants for maintenance most of the hostel buildings are in a state of disrepair and some even collapse when they become very old.
- **Lack of Funds** - There is paucity of funds for completion of work, upgrade of facilities and maintenance due to time lag between sanction of the hostels and release of grants.
- **Lack of latest Technology** - Hostels lack facilities required for working persons such as Internet connectivity, Wi-Fi and computers.
- **Lack of other facilities-** Hostels are not equipped with Day Care centers, laundry facilities, visitors rooms, and recreation place and so on, which is a big disadvantage.
- **Lack of regular Monitoring and Accountability** - Despite a mechanism for regular monitoring, often due attention is not given to monitoring. Once funds are given the hostels practice little accountability-
 - Using hostels for other purposes
 - Not following the rules and regulation such as those pertaining to admission process fee, rent, medical care, food and so on
 - Non submission of records to the Ministry
 - Duplication in list of hostels
- **Lack of Publicity:** Awareness level among working women about the government aided working women's hostels and its facilities is low. There is little publicity of the facilities offered by the hostels resulting in lower demand.

- **Insufficient hostels:** There is a gap between the needs of working women and the provision of facility of a safe residence. 80% of the stakeholders opined that there is a need for greater number of hostels overall in urban areas and particularly in the cities.

Evaluation of Facilities provided in the Hostel

- The stakeholders opined there was a problem of lack of maintenance and upgrade of facilities. They stated that there was scope for improvement in the following provision of facilities:
 - Provision of day care facilities
 - Provision of separate rooms for working women equipped with basic furniture
 - Upgrade security services by installation of CCTV cameras.
 - Provision of internet connectivity
 - Improve provision of recreation facilities
 - Provision of visitors room
 - Ensure good quality hot food in the hostel mess
 - Supply of basic amenities like clean drinking water should be increased to fulfill the demand
 - Upgrade the buildings and toilets.

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> 10. Affordability 11. Security 12. Implementing Agencies operate hostel on not-for profit basis 13. Central Location and Accessibility through public transport 14. Quality Facilities 15. Accountability 16. Diversity due to people from diverse backgrounds and states 17. Discipline 18. Caters to women from disadvantaged and rural backgrounds 	<ul style="list-style-type: none"> 9. Lack of Maintenance 10. Lack of Stringent Monitoring 11. Inflexible timings 12. Lack of Upgraded Facilities <ul style="list-style-type: none"> o Internet connectivity o AC Rooms o Adjoined bathrooms o Power back up o Visitors rooms 13. Poor Quality of services such as <ul style="list-style-type: none"> o medical facilities o laundry facilities o Mess facilities 14. Overcrowding due to Occupants beyond sanctioned limit 15. Insufficient capacity leads to long waiting lists 16. Lack of specialized facilities for differently abled
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> 3. Increase in women migrants seeking employment leading to growing demand for women's hostels 4. Lack of safety for women in cities leads to preference for government funded institutionalized hostels 	<ul style="list-style-type: none"> 6. Insufficient number of hostels and capacity within hostels to absorb growing demand for accommodation 7. Lack of Monitoring to ensure mandated scheme provisions are complied. 8. Lack of grievance redressal mechanism 9. Lack of flexibility 10. Lack of maintenance

1. Provision of More Hostels

- Given the surge in population of working women migrating from home towns to cities in search of better economic opportunities the present number of working women's hostels is far less than the requirement.
- To fulfill its objectives of creating enabling conditions for women to seek employment outside their homes, there is a need to increase the availability of hostels.
- Encourage and incentivize organizations to demand for financial assistance from Ministry for construction of hostels.
- Emphasis on creating hostels near industrial areas, government complexes and IT hubs to ensure accessibility.
- Expand accommodation facilities in existing hostels.

2. Provision of Funds for Maintenance and Renovation

- Create provision for a revolving fund and/or grants for maintenance in the scheme to ensure regular maintenance and upkeep of hostel buildings and equipment.
- 25% of the funds given by state government for the hostel construction should be used for maintenance.
- Maintenance should include renovation and upgrade of obsolete equipment's
- Create provision that in case of demolition of hostel building due to dilapidated condition of building then the plot should be used for constructing a new working women's hostel rather than for other purposes.

3. Change in eligibility rules and Regulations:

- In conditions for eligibility the salary limit of working women should be increased from Rs, 5,0000/- to Rs. 75,000/- in metropolitan cities to ensure wider outreach and cover more eligible women.
- As per the existing rules a woman can live in the hostel for maximum of 3 years. This limit may be relaxed for single women, widows and differently abled.
- The women expressed a demand that period of stay should be extended to 5 years with annual renewal.
- The rule under the scheme state that a girl child of the working women can reside with mother for 18 years and male child for 7 years. This rule should be reevaluated because the child, irrespective of their gender needs the mother. For boy child the cap of 7 years should be changed to at least 10 years.

4. Provisions for Differently Abled

- The scheme makes a provision for reservation for accommodation of differently abled working women. However very few hostels implemented this provision and had the specialized facilities required by the disabled.
- Stringent monitoring by the hostel management committee to ensure provision of reservation and facilities for the differently abled.
- A reporting format where hostel implementing agency is required to list applications of differently abled received , accepted and reasons for rejection should be made mandatory.

5. Upgrade of security facilities

- Provision of CCTV'S in all hostels
- Ensure Footage is regularly checked
- Provide In and Out Register at every entrance which should be checked
- Ensure street lighting in areas outside hostels
- Institute a 24x7 emergency service through helpline or any other mediums such as tie-ups.

6. **Provision of funds for Awareness and Publicity**

- There should be provision of funds within the scheme for publicity, advertisements and generating awareness about the hostels, facilities provided and benefits. For example Pamphlets about the hostel facilities may be distributed in the nearby offices, educational institutes and private hostels.

7. **Upgrade of facilities as per need and latest technology**

- In addition to maintenance there is a need to upgrade facilities such as kitchen equipment's, laundry machines.
- Ensure provision of separate rooms i.e. which have attached bathrooms
- Incentivize use of sustainable sources of energy such as solar energy for electricity, water heating and inverter/ generator.

8. **Provision of new facilities**

- Hostels must ensure laundry facility
- Hostels must ensure Internet connectivity, Wi-Fi and computer room with printing and scanning facilities.
- Hostels may include facilities such as libraries, common room, recreation room, gym to provide additional facilities

9. **Monitoring and Strict Enforcement of Rules**

- One of the weakest components of the scheme is inspection and monitoring

C. Hostel management committees HMC's responsible for daily monitoring need to be more proactive.

- The submission of half yearly reports to the Ministry by the District Women's Welfare Committee with copy to the state government must be strictly ensured.
- None of the HMC's were following the guidelines of fortnightly meeting, this should be ensured.
- The Hostel management committees should pay special attention that hostel buildings are not used for other purposes.
- It should routinely conduct inspection visits to ensure that rules and regulation are followed such as those pertaining to

- admission process
- fees,
- emergency medical care,
- hot cooked meals
- purified drinking water
- It should ensure mandated reservation for differently abled and provision of specialized infrastructure like ramps.
- It should ensure day care centers as mandated by the scheme are built and functional.
- It should ensure timely submission of progress report to the Ministry.

D. Coordination with State Authorities and Ministry of Women and Child Development, GOI

- There is need of coordination between central and state government. Non-submission of Reports to the State governments and Ministry was widely seen. The Ministry should make it mandatory for all the hostels that they should regularly submit these reports at least to the State government and Ministry of Women and Child Development.
- Create provision for regular inspection at state government level at least half yearly to verify reports submitted.
- Create formats for hostel inventory of facilities, timeline for maintenance and upgrade of facilities, ratio of no. of staff per inmates, attendance of staff and inmates. This would ensure uniform execution across states.
- The State and district authorities are required to undertake needs assessment, and ensure earmarking and allocation of public land for the purpose of construction of hostel or hostel on rented premises. This should be monitored by the Ministry
- Updating records of the Ministry as problems of duplication and inflation was observed.

10. Provision of Feedback and Grievance Redressal Mechanism

- There is an urgent need to have a feedback mechanism through complaints box and so on for the inmates to give their feedback on facilities.
- Similarly regular meetings (Monthly or quarterly) with representatives of the hostel implementing agency to give feedback and ask for grievances to be addressed.

11. Management Information System (MIS)

- Update database of all the implementing agencies and Hostels should be maintained at the Section of WWH, WCD.
- Training of Management Information System (MIS) should be given to concerned officials of the Ministry.

ANNEXURES	
LIST OF SAMPLE HOSTELS - FUNCTIONAL	
LIST OF SAMPLE HOSTELS - NON FUNCTIONAL	
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ANNEX 1	IMPLEMENTING AGENCY
ANNEX 2	BENEFICIARIES
ANNEX 3	NON-BENEFICIARIES
ANNEX 4	OTHER STAKEHOLDERS
ANNEX 5	PROJECT STAFF

List of Sample Hostels - Functional

SI.	Name of Implementing Agency	Address	Phone/Fax, email	Contact Person		Funds Received	
				Name	Designation	Dated	Amount
1	St. Stephen Hospital	Tees Hazari, Delhi	011-23966021-27	Dr. Joyce P. Vghela	Deputy Director	31.12.1975	786,400
2	Institute of Social Service	Sector 1, Mohamadpur. R.K.Puram, Delhi	011-26170680	Ms. Magdalene Almeida	Warden	31.10.1985	33,16,515
3	Indian Council of Social Welfare	R.K. Puram, Sector 9, Delhi	011-26171966	Mr. Satwinder Kaur	Manager/Warden	10.12.1992	23,15,462
4	Guild of Service	C-25, Qutub Institutional Area, Delhi	011-41013416	Ms. Mohini Giri	Chairperson & Founder	05.02.1988	23,63,139
5	Yamuna Hostel Management Committee	WWH, Yamuna Hostel, JNU Campus, Delhi	011-26704721	Mr.Haseen	Care Taker		
6	Young Women Association	Adhy Jha Hostel, Block C-3, S.D.A Hauz Khas, Delhi	011-26535637	Mr. Suresh Chandra	Accounts Officer	19.05.1976	22,75,200
						26.11.1987	11,65,000
7	Shram sadhna Trust	Shub Anchal Working Women Hostel, INA Road, Delhi		Ms. Rajini Swarup	Warden		
8	Delhi Mahila Samaj	52, Tughalakabad Institutional Area, M.B.Road, Delhi	011-29957357	Mr.Rumma Shyam Sunder	Chairperson	1983	2,69,000
9	Bhartiya GrameenMahila Sangh	Sheikh Sarai, Phase1, Savitri Nagar, Delhi	011-26013150	Ms. Bhaswati Gupta	Warden	20.10.1987	1,80,820
						01.09.1980	2,16,600
						01.10.1988	2,53,150
						01.09.1993	2,64,220

10	Sir Ganga Ram Trust	Sir Ganga Ram Hospital, Rajinder Nagar, Delhi	011-242251945/46/48	Mrs. R. Sapra	Principal		
11	Guidance Home for adult Deaf Girls	Plot-M11, First Avenue, Ashok Nagar, Madras-83	044-24894308 Email: guidance_2013@rediffmail.com	Sr.Dhanapackram	Director, Counsellor, Warden	1982	
12	YWCA	1078-1087/2, Poonamalle High Road, Chennai-84	044-25324251/261/263, egs@ywcamadras.org	Ms.Rachel Jacobi	Executive General Secretary	1986-87	11,72,248
13	YWCA of Madras	Poonamalle High Road, Chennai	044-25324251/261/263	Ms.Rachel Jacobi	Executive General Secretary	21.10.1974	50,000
						08.10.1974	50,000
						31.03.1975	50,000
						04.01.1975	50,000
14	Asha Niwas Social Service	35 RLY Colony 3rd Street Metha Nagar, Chennai-29	044-23741445, ashanivas@vsnl.com	Mrs. Lilly John	Warden	24.04.1995	9,11,250
						09.01.1996	9,11,250
						17.02.1997	9,11,250
						10.08.1998	2,93,150
15	Guild Of Service Working Women's Hostel	18 Casa Major Road, Egmore, Chennai-8	044-28192029, goswwhostel@yahoo.com	Mrs.Himani Datar	Secretary		
16	Thakkar Bapa Vidyalaya	58, BenkataNarayan Road, T.Nagar, Chennai-17	044-24340596/3302, tbvite@gmail.com	Smt. W.C. Saroja	Superintendent	01.04.1998	16,72,781
							1,85,865
17	Punjab Association	A1-162/1, 9th Main Road, West Anna Nagar Shanthi Colony, Chennai-40	044-26265435/044-26215491Paannaadarshhostel@gmail.com	Smt.Aruna Nirola	Manager	1981-84	20,009,250
						21.03.1991	7,74,750
18	Women's Indian Association	177/43 Green Ways Rd, R.A. Puram,	044-24938907, wia191@gmail.com	Mrs.Bargani Devindra	Secretary		

		Chennai-28					
19	Women's Voluntary Service	10, Mayer V.R.Ramanujha Rd, Cherpet, Chennai-21	044-42027297	Mrs. K. Mahalakshmi	Treasury		13,98,672 For Creche 10,49,000
20	District Social Welfare Office	No.8, Shastri Nagar, 2nd Cross Street, Adyar, Chennai-20		Smt.Marina	Residential warden/Sup erintendent		
21	DSWO	Ambedker Nagar, Karanitti Salai, Vadpalani, Chennai-26	9870500232/ 9952678319	Mr. J. Vijayan	Residential warden/Sup erintendent		
22	Karnataka State Council For Child Welfare	135,3rd Cross Nandi Durg Road, Bangalore-46	080-23330846, ksccwblr2gmail.com	Ms. Ambika	Administrati ve officer	24.07.1976	76,000
23	Shri Sharada Samiti Mandli	Ranga Rao Road Shankarpur, Bangalore	080-26674697	Smt. Radhika	Manager	1970	302,624 50,000 120,000
24	YMCA CSI Compound	CSI Compound Mission Road, Bangalore	080-22238574, ywcablrmissionrd@gmail.com	Mrs.JayanthiPrabhakaran	Hostel Secretary (warden)		
25	Universities Women's Association	4th Main Sampangi Ram Nagar, Bangalore	080-22223314, 9449108455	Smt.Leela	Warden		
26	Mahatma Gandhi Vidya Pith	Kumaraswamy Lane Road, Bangalore-78	080-26660789	Mr.Galiswamy	Secretary	24.03.1981	925,000

27	Jayanagar Stree Samaj Woerking Women Hostel	141,5th Cross, 1st Block. Jayanagar, Bangalore	080-26674697, jayanagarstreesamal@gmail.com	Smt. Susheelamma	Trustee	1985-86	7,00,000
28	All India Women's Conference	4th, T Block, Swagath Garuda Mall, Jayanagar, Bangalore-41	080-22449676, aiwcbangalore@yahoo.com	Mrs. Amitha Anand	Secretary	17.02.1983	2,25,000
29	Basava Samithi Ashram	18 km Mysore road, Bangalore	080-22723355, basavawwh@gmail.com	Smt. Manjula	Warden		
30	Karnataka Rural Poor & Handicapped Society	No-11 C,D,E,F,, 4yh Cross Kidb Colony, 1st Stage, Poonya TVS Cross, Bangalore	9632012556, krusupt@gmail.com	Mr. Girish.T	Office Assistant	1988-89	2,55,000
31	National Law School Of India University	Inanabharathi Road, Bangalore	080-23213160, registrar@nls.ac.in	Prof. D.V. Wandimah	Registrar	1991	22,93,0721
32	YWCA	WWh Plot No-7 20th Main, 6th Block, Koramangala, Bangalore	080-25634813, hostelywca@yahoo.com	Smt.Elsy Jaison	Tresurer		9000000
33	YWCA	Koramangala, Bangalore	080-25634813				1050000
34	Regional Institute of English, Working Women Hostel University	Janabharti Campus, Mysore road, Bangalore-56	080-23213243	Mr. Vinay Kumar	Admin. Officer	2003-04	8250000

35	Central Govt, W.B.Govt	Sree Ramakrishna Ananda Ashram, Naktala lane, Kolkata	9874129835	Ms. Madhavi Pahari	General Secretary	27.06.1995	14,77,945
36	Nari seva Sangha	1/1/2A, Gariahat Rd, Jodhpur Park, Kolkata-68	033- 24839453/24733978, narisevasangha@gmail.co m	Late Smt. Sita Choudhury	Secretary		
37	Nari Shishu O Kalyan Sanstha	Maniktala, Kolkata	033-23556141	Ms. Shrdhana Ghosh	Warden		24,34,947 21,91,297
38	Women Graduate Union Hostel	Womem Graduate Union Rd, Coloba, Mumbai	022-22181736, Ptwwh1974@gmail.com	Mrs. Vijaya Deshpandey	Superintend ent		12,50,000 2,00,000
39	Baluben & Jagjivan Mulji Working Women Hostel		022-25030540, hwws@reditmail.com	Ms. Anjum Shaikh	Warden		
40	All India Women's Conference	Savitri Sadan 12th, N.S. Road, Mumbai	022-2620614, mumbaibravch.aiwe@gma il.com	Smt. Sumita Desai	Trustee	14.05.1999 14.05.1999 25.02.2000 30.06.2000	17,30,500 5,21,550 5,21,550 5,21,550
41	Maharashtra Sahakari Udyogi Hostel		022-25222955/022- 25297200, maharashtrasahakari@ya hoo.com	Ms. Anima G. Kulkarni	Warden		
42	Indian Council Of Social Welfare	Shreyas Chembars,175 Dr. D.N.Road Fort, Mumbai-1	022- 22622007,icswco@gmail.c om	Shri. O. Harindram	Executive Secretary	1974-75	3.27.500
43	Chembur Mohila Samaj	D.K.Sandu Marg, Chembur East, Mumbai-71	022-25285482, 982179090	Ms. Uma Mamdapur	Trustee	1981-82	7,,77,768

44	Shrama Sadhana Bombay Trust	Opp Cardindina School Govt. Colony, Bandoa, Mumbai-51	022-26435608, dtpatil01@gmail.com	Mr.Dnyandeo.T.Pat il	Office Incharge		
45	Association for Social Heath in India	Barack No.4, Behind Yashodhan Bldg, Chruchgate, Mumbai-20	022-28372/25519596, sukhshanti.ashi2011@yah oo.com	Ms. Mrinalini Sathe	Secretary		
46	Anand Ashram Trust	Siddharth Colony, k.N.Gaikund marg, Chembur Naka, Chembur, Mumbai- 71	022-25220123, ss.khadke@adityabirla.co m	Mr.Suresh S. Khadke	Admin. Officer	1991-92	14,47,524
						1992-93	8,10,229
						1993-94	14,48,193
						1994-95	2,64,844
						2008-09	14,96,652
						2009-10	1496625
2011-12	1995536						
47	YWCA of Bombay (2 hostels)	75, Mothibai Street, Byculla, Mumbai-8	022-23096544, Fax- 23098066, ybombaygs@gmail.com	Ms. Shobha Philip	General Secretary		
48	YWCA of Bombay	53, J.P.Rd, Andheri West, Mumbai-58	022- 26702831/26702839, ywcaandheri@rediffmail.c om	Ms. Anita Singh	Secretary		
49	Women's Welfare Society Mumbai	54-A Dockyard Road, Mumbai	022-23778357	Smt.Sharda	Superintend ent		
50	Mahila Vikas Mandal	Plot-4, General Jagannath Ghosle Marg, Mumbai-21	022-22851971, mvmc@mvmcolaba.com@ mtnl.net.in	Smt.Arehana Makham	Superintend ent	1986-89	16,74,064
51	Association for Social Heath in India	Gujarat	079- 26632886/9408739506	Ms. Susila Parikh	Secretary	1983-84	5.19.888
						1983-84	1.29.972

52	All India Women's Conference Gujarat Branch	Dulul Appartment, New Vikas Crunch, Gujarat- 7	079-26644671	Mrs.Dakshaben. P. Mamtora	Managing Trustee	02.04.1979	1,84,719
						11.12.1979	1,84,719
						31.03.1980	1,84,719
						30.03.1981	1,84,719
53	The Servants of The People Society	Near Dalal Appartment, New Vikas RD, Paladi, Gujarat	079-26609260, ism_psh@yahoo.com	Mr. MaheshChandra Shah	Joint Secretary	1978-79	6,82,200
54	Suraksha Working Women Hostel	Sector 12, Nr RTI, opp Vishwakarma Temple, Ambedkar HallRd,Gandhinagar, Gujarat	079-23223479/23246795/99 25040658	Ms. Daksha Solanki	Secretary	30.03.1995	15,89,962
55	Akhil Hind Mahila Parishad	Near Hindu Milan Mandir, Soni Falaiya, Surat, Gujarat	0261-2593611	Ms. H.P.Patil	Warden		
				Smt.Smita Sonawale	Supervisor		
56	Mahila Dakshta Samiti	Suman Nilyam, Chandan Nagar, Hyderabad	040-23033028	Dr.Saroj Vajaj	President	1992-93	22,00,000
57	All India Women's Conference Khairatabad	Khairatabad, Hyderabad	040-023234149	Ms.Supriya Balerao	Secretary		
58	Co-operative Corporation Development Telangana	Govt. WWH, Jubilee Hills, Hyderabad	7660022528	Ms.Vijayshree	Senior Consultant	1991-94	23,44,000
59	Young Women Christian Association	King Koti, Boggulakunta Opp Fernandez Hospital, Hyderabad	040-24752301	Ms. H.Rani.Seshedry	General Secretary		
60	Rashtriya Mahila Sanasthan	River Bank Colony, Pramila Shrivastava Marg, Lucknow	9616730736	Mr.Adarsh Kumar	General Secretary	20.12.2002	29,82,000
						03.03.2003	8,94,000
						31.03,2003	1,70,000

61	UP Mahila Kalyan Nigam	Aldico Udyan-1, Gate no-3 Nr Bangla Bazaar, Lucknow	0522-2446007/8/9 (Mr. Santosh- 9453077311)	Mr. Santosh. Kumar. Mishra	Co-ordinator/ Clerk	1992	86,31,000
62	All India Women Conference	AIWC 193 Prem Bhawan, Farabad Road, Lucknow	9839128864	Mr. Ram Savek Yadav	Clerk		
63	YWCA	1/A,Quinton Road, Lucknow	0522-2623409	Ms. Nishi Das	General Secretary		
64	Bhopal Women's Association Shymla Road	Geetaljali WWH, Professor Colony, Civil Lines, Bhopal	0755-2733382	Ms. Reshmi Mann Singh	Warden	16.01.1984	5,76,364
						10.02.1984	144,091
						27.03.1986	1,44,091
						03.09.1986	1,44,091
65	Gandhi Medical College Royal Market	Sultanya Mahila Hospital, opp Talya Thana, Bhopal	0755-405044	Dr. Karan Peepri	Superintendent		
66	MP Shaskiya Karam ChariMahila Kalyan Samiti	Kalyani Hostel, Opposite Jai Prakesh Hospital, Bhopal	0755-2551200	Ms Rashmi	General Secretary	1975	7,25,000
							9,36,750
67	Mahila Chetna Manch	Ketki WWH, Bhopal	0755-2431059	Ms. Divya Singh	Warden	1988	30,70,000
68	Directorate WCD, ICDS	Survey Chowk, Dehradun				2014-15	9,53,21,000

List of the Sample Hostels Found Non-Functional/others

Sl.	State	Name of Hostels Found	
Non-Functioning/Others			
1	Delhi	1	Balika Imdad Committee Balika Chaman, Chemsford Road, Delhi
		2	Mahila Mangal Foundation A Block, Dakshinpuri
		3	All India Women's Conference 6, Bhagwan Dass Road, Location- New Delhi
		4	Mahila Imdad Committee Balika Chaman, Chemsford road, New Delhi
		5	Mahila Mangal A Block, Dakshinpuri, J.J.Colony, New Delhi-110062
		6	New Delhi Municipal Council Palika Kendra, New Delhi, Location- Laxmi Bai Nagar
		7	NDMC Bhagwan Das Road, New Delhi, Location- Mandi House, New Delhi
		8	St. Stephen Hospital Society Tis Hazari, Delhi-110054
		9	Jamia Millia Islamia Jamia Narar, New Delhi-110025, Location- New Delhi
2	Bhopal	10	Indian Red Cross Society Bhopal
		11	Bhopal Women's Association 32, Shamlra Road, Bhopal
	12	Bhopal Women's Association 32, Shamlra Road, Bhopal	

		13	M.P. Shaskiya Karmachari Kalyan Kendra Kalyani Hostel 1454 Quarters. T.T. Nagar, Bhopal Location- University Campus Area, Bhopal
		14	M.P. Shaskiya Karmachari Kalyan Kendra Kalyani Hostel, 1454 Quarters. T.T. Nagar, Bhopal Location- University Campus Area, Bhopal
3	Lucknow	15	Rashtriya Mahila Sanasthan River Bank Colony, Pramila Srivastava Marg, Lucknow
		16	U.P. Women's Development Corporation Ltd. Lucknow
		16	Abhinay Repertory Theatre and Research Institute, B-403, Gopala Apartment, 50, Ram Tirth March, Lucknow
4	Mumbai	17	Mahila Arthik Vikas Maha Mandal Ltd, CDO Barrack No.9 , Opp.Yogakshema, madam Cama Road Bombay
		18	Annapurna Mahila Mandal, Dadar Bombay Location- Dadar Mumbai
		19	Mahila Arthik Vikas Maha Mandal Ltd, CDO Barrack No.9 Opp.Yogakshema, madam Cama Road Bombay 400021 Location- Andheri Mumbai
		20	Mahila Arthik Vikas Maha Mandal Ltd, CDO Barrack No.9 Opp.Yogakshema, madam Cama Road Bombay 400021 Location- Andheri Mumbai
		21	Shardhnanda Mahila Ashram,(HWR Home Society) Shradhanand Road, Kings Circle Matunga,Bombay-
		22	All India SC/ST Officers Welfare Association Bombay Location-Washi
		23	Indian Women's Scientists Association, C/O Indian Gymkhana, K A Subramaniam Road Kings Circle, Matunga Bombay -19 Location- Washi Bombay
		24	West Khandesh Bhagini Seva Mandal Vidyanagar, Deopur Dhule 424002 Location- Plot No. 37 Sector-10 Sanpada

		25	Indian Women Scientists Association Plot No.20, Sector 10-A, Vashi, Navi Mumbai 400703 Location- Plot No. 20 Sector 10-A Vashi Navi Mumbai
		26	Smt Kesarbai Bhimani Working Women's Hostel Committee(Lotus Trust) Mumbai Branch of AIWC Savitri Sadan, N/S 12th Road, JVPD Scheme, Mumbai-400049 Location- CTS No. 337,40 JN of MS Road No.13, Juhu, Mumbai
5	Ahmedabad	27	Gujarat Stree Pragati Mandal C/o Smt. Manorama Meta, Akshi Bungalow, opp. Vidyapeeth, Ashram Road, Ahmedabad Location- Ahmedabad
		28	Gujarat Vidyapeeth Ahmedabad Location- Ahmedabad
		29	Kheda Jilla Bal Kalyan Sangh Nilgiri Hostel Vallabh Vidyanagar- 388120 Location- Survey No. 1854 Vallabh Vidyanagar Kheda, Ahemdabad
		30	Kutch Distt. Samaj KalyanMandal Adipur, KutchLocation- Gandhidham, Ahmedabad
6	Surat	31	All India Women's Conference Baisant Road, Surat
7	Kolkata	32	All Bengal Women's Union 89, Elliot Road, Calcutta 16
		33	Association of Social Health in India West Bengal, 9 Ashok Avenue, Bansdronei, Kolkata
		34	Saroj Nalini Dutt Memorial Association 23/1, Ballygunj station road, Calcutta
8	Bangalore	35	Chousan Education, Society Bangalore
		36	Janatha Trust H.No. 4, Sheshadri Road, Bangalore-560009
			37

		38	University Women's Association 9/1 Madras Bank Road, Bangalore-560001
		39	Indian Council of Social Welfare Karnataka Branch 22/3, Rest House Road, Bangalore 560001
		40	Kamala Krishna Education Society I Cross Banerghatee Road, Bangalore
		41	Kittur Rani Channamma Memorial Trust Kittur District Bangalore
9	Hyderabad	42	Andhra Yuvati Mandali, Barkatpura, Hyderabad
		43	Snehalayam (Regd) Gunfoundary 6-1-316/A, Walker Tower, Padmarao Nagar, Secunderabad
		44	Telangana State Cooperative Development Cooperation, Hyderabad
		45	Sri Venkateswara University, Tirupati-517002 Location- University Campus, Hyderabad
10	Chennai	46	Bharani Swadhi Educational Trust No. 4, Basement, 1st Main Road, Kasturi Nagar, Adyar, Chennai.
		47	Madras Seva Sadan Chetpur, 5, Harrington Road, Chennai-31
		48	Avvai Home 16 Besant Road, Adayar, Madras - 600001
		49	Stree Seva Mandir 66, Bazullah Road, Madras-17
		50	Corporation of Madras Rippon Building Madras
		51	Young Women's Christian Association Poona Mallee High Road, Madras-600084
		52	Punjab Association, Peters Road, Madras- 600034 Location- Madras

		53	Women's India Association 43, Greenways Road, Madras, Location- Madras
		54	Avvai Home 16, Besant Road, Adayar, Madras-600001
		55	Bhaktavatsalam Memorial Trust 596, A1 & A2 TNHB Colony Periyar Nagar, Korattur, Madras-600080 Location- Korattur Village Saidapet Taluk, Chingleput District Madras
		56	Bharani Swadhi Educational Trust, No.4, Basement, Ist Main Road, Kasturi Nagar, Adyar, Madras-20 Location- Madras
11	Dehraduan	57	Mahadevi Kanya Pathshala College Society New Road Dehradun Location- Dehradun
		58	U.P Mahila Kalyan Nigam Ltd. Lucknow Location- Dehradun

EVALUATION OF WORKING WOMEN HOSTELS

Sponsored by Ministry of Women and Child Development, GOI

INTERVIEW SCHEDULE FOR Implementing Agency

Namaste, My name is and I am working with HARYALI Centre for Rural Development, New Delhi, an organization engaged in conducting socio-economic research, evaluation and monitoring of development programmes. HARYALI is conducting an evaluation of working women hostels which have received grant in aid from the Ministry of Women and Child Development, Government of India. This evaluation study will greatly help in refining existing schemes and programmes related to Working Women Hostels.

In this connection, we would like to ask you a few questions, which will take about 10-15 minutes of your valuable time. The information which we shall gather from your wide experience would be treated as confidential and will be used for research purposes only.

We acknowledge for your whole-hearted support and cooperation.

I	BACKGROUND DETAILS				
1	Name of the Implementing Agency			
2	Type of Agency				
1	University	2	State Department	3	Municipal Corporation
4	NGO	5	Any Other.....		
3	Name of the Respondent			
4	Designation			
5	COMMUNICATION DETAILS				
	Address				
	Phone/Fax				
	Email				
	Website				
6	Year of Establishment of the Hostel?		Year.....		
7	Main Objectives of the Organization				
	I				
	II				
	III				

8	Please give details of the projects being implemented during last 3 years (Excluding Govt. Agencies/Universities)						
	Sl.	Name of Project	Funding Organization	Budget	Year		
	I						
	II						
	III						
	IV						
	V						
	VI						
	VII						
II	FINANCIAL						
9	When did you submit proposal for grant-in-aid?				Dated.....		
10	Financial Details - Grant Received from Ministry of Women and Child Development						
	Total Grant Sanctioned (Rs.)			Grant Received (Rs.)			Remarks
	Dated	Recurring	Non Recurring	Dated	Recurring	Non Recurring	
11	Have you faced any problem in receiving grant from the ministry?						
	1	Yes		2	No		
12	If yes, type of problems faced?						
	1						
	2						
	3						
13	Please give Expenditure details?						
	Financial Year	Recurring	Non-Recurring	Total	Remarks		
14	Have you submitted all utilization Certificates (UCs) of Grant Received?						
	1	Yes		2	No		

15	When have you submitted last UC?									
	Dated.....					Amount (Rs).....				
16	Total expenditure made in establishing the hostel? Rs.....									
17	Have you also received funds from other sources?									
	1	Yes				2	No			
18	Details of Other Sources of fund received									
	Sl.	Source			Dated		Amount		Remarks	
III	CAPACITY									
19	Details of the sanctioned capacity and Occupancy of hostel									
	Capacity/ Occupancy	Working Women (Hostel)					Children (Day care)			
		SC	ST	Differently abled	Others	Total	SC	ST	Others	Total
	Sanctioned Capacity									
	Present Capacity									
	Occupancy Occupancy									
20	Was there any waiting list of women for hostel during last year?									
	1	Yes				2	No			
21	Eligibility criteria for the admission in the Hostel									
	1									
	2									
	3									
22	Duration for stay in the hostel								
23	What are the charges of the hostel?									

(a)	Single Bed	(b)	Double Bed	(c)	Three Bed	(d)	Dormitory
24	Is there any seat reservation for differently able women?						
	1	Yes			2	No	
25	What are the visiting timings of the hostel?					
IV	INFRASTRUCTURE DETAILS/ HOSTEL DETAILS						
26	Status of Building						
	I	Own Building	II	Rented Building	III	Government Building	
27	Total Area				Sq. ft.....		
28	Total Built Area/Covered Area				Sq. ft.....		
29	Details of Building Cost						
	Particulars		Area		Total Cost		Remarks
	Land						
	Building Construction						
	Others.....						
	Total Cost						
30	If rented			Rent, Rs/month.....			
31	When was the construction started?				Year		
32	When was the construction completed?				Year		
33	When did the hostel start functioning?				Year		
34	Details of Floor						
	Details of Floor		No. of living rooms		Size of the room (Area in sq.mt)		Capacity per room
	Ground Floor						
	First Floor						
	Second						
	Third						
	Fourth						
	Other						
	Total						
35	What is the floor height?				Sq. Ft.....		
36	Details of Common Facilities						
	Accommodation			Size of the room (Area in sq.mt)		Total Capacity	

	Day Care Centre							
	Dining Hall							
	Kitchen							
	Store							
	Pantry Visitor's							
	Room Multipurpose							
	Common Room							
	Waiting Room							
	Office Room							
	Sick Room							
	Other facilities.....							
37	Details of Construction of Hostels							
	Sl.	Description of Facility/Item	Area	No.				
	1	Living Rooms	1	Single Room with Bath room				
			2	Single Room without bathroom				
			3	Double room with bath room				
			4	Double room without bathroom				
			5	Three- seater room with bathroom				
			6	Three- seater room without bathroom				
			6	Dormitory				
		7	Others.....					
	2	Common Toilets and bathrooms	1	Bath room				
			2	Toilet – Western Style				
			3	Toilet _ Indian Style				
			4	Wash basin				
			5	Water closet				
38	Whether Hostel has Warden Room?				1	Yes	2	No
39	Whether warden stays in Hostel?				1	Yes	2	No
40	Please give details of the facilities available in the Hostel?							
	Sl.	Facilities	Yes/ No				If not available, reasons	
	1	Bed in room	1	Yes	2	No		
	2	Table in Room	1	Yes	2	No		
	3	Chair in room	1	Yes	2	No		
	4	Almirah in room	1	Yes	2	No		
	5	Fan	1	Yes	2	No		

	6	Meal	1	Yes	2	No		
	7	Kitchen	1	Yes	2	No		
	8	Water Cooler/Filter	1	Yes	2	No		
	9	Recreational Room	1	Yes	2	No		
	10	TV	1	Yes	2	No		
	11	Computer	1	Yes	2	No		
	12	Internet/Wifi	1	Yes	2	No		
	13	Telephone	1	Yes	2	No		
	14	Sick/ Medical Room	1	Yes	2	No		
	15	Geysers	1	Yes	2	No		
	16	Fridge	1	Yes	2	No		
	17	Washing Machine	1	Yes	2	No		
	18	Laundry Facility	1	Yes	2	No		
	19	Visiting Room	1	Yes	2	No		
	20	Vigilant Security	1	Yes	2	No		
	21	Medical first Aid	1	Yes	2	No		
	22	Electricity	1	Yes	2	No		
	23	Generator	1	Yes	2	No		
41	Are Facilities available for differently able women?							
	1	Yes		2	No			
42	What facilities are available for differently able women?							
	1	Ramp	1	Yes	2	No		
	2	Handrail	1	Yes	2	No		
	3	Wheel Chair	1	Yes	2	No		
	4	Special Toilet	1	Yes	2	No		
	5	Any Other, Specify.....						
43	Are there arrangements to reach a doctor/medical facility in case of emergency?							
	1	Yes		2	No			
44	Installation of CCTV							
	1	Main Entrance	1	Yes	2	No		
	2	Office Entry	1	Yes	2	No		
	3	Around the Premises	1	Yes	2	No		
45	How often is cleaning done?							
	1	Cleanliness of Room	1	Daily	2	Once in 2-3 days	3	Weekly
	2	Cleanliness of Toilets	1	Daily	2	Once in 2-3 days	3	Weekly
	3	Cleanliness of Premises of Hostel	1	Daily	2	Once in 2-3 days	3	Weekly
46	Are group activities organized in the Hostel?							
	1	Yes		2	No			
47	Details of Staff							

Sl.	Name	No. of Staff	Age	Gender M/F	Qualification	Date of Joining		
1	Warden							
2	House Keeping							
3	Security							
4	Cook							
48	Details of Hostel Management Committee							
Sl.	Name	Age	Gender M/F	Designation	Qualification	Date of Joining		
1								
2								
3								
4								
49	Frequency of meeting?							
	1	Monthly	2	Quarterly	3	Yearly	4	Not Done
50	Number of meetings held during last year?				No.....			
51	When last meeting was held?				Dated.....			
52	What was the main agenda of last meeting?						

V	WARDEN/ORGANIZATION OPINION ABOUT THE HOSTEL			
53	Are the hostels easily accessible to working women?			
	1	Yes	2	No
54	Do the facilities meet the needs and interests of the target group?			
	1	Yes	2	No
55	What are the positive features of your hostel?			
56	I			
	II			
55	What are the main weaknesses of your hostel?			
	I			
55	II			
	What is your opinion about the demand of Hostel?			
57	I			
	II			
58	What is the monitoring system adopted to run the Hostel in proper way?			
	I			
59	II			
	Suggestions			
60	I			
	II			
60	Please provide last half yearly progress report.			

Signature of head of the organization/Project Incharge

Full Name:.....

Designation:.....

Seal of the Organization

Signature of Warden.....

Full Name:.....

Designation:.....

Seal of the Warden

NAME OF RESEARCHER.....

NAME & SIGNATURE OF RESEARCHER

NAME OF THE SUPERVISOR

DATED.....

EVALUATION OF WORKING WOMEN HOSTELS

Sponsored by Ministry of Women and Child Development, GOI

INTERVIEW SCHEDULE
Beneficiary

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A BACKGROUND INFORMATION									
1	Name of the State							
2	Name of City							
3	Name of Hostel							
4	Do the hostel have Day Care Facility	1	Yes	2	No				
5	Name of Respondent							
6	Phone No.							
7	Age							
8	Hometown Address							
9	Religion	1	Hindu	2	Muslim	3	Christian		
		4	Sikh	5	Buddhist	6	Jain		
7	Social Group	1	ST	2	SC	3	OBC	4	General
8	Educational Qualification								
	1	Illiterate			2	Primary		3	Middle
	4	Metric / Intermediate			5	Graduate / Post Graduate		6	Any other.....

9	Marital Status	1	Unmarried	2	Married	3	Widow	4	Divorce
10	Where does your family live?								
	1	Hometown	2	In the same City of hostel			4	Any other.....	
11	How many Children do you have?					No.			
12	Details of Children								
	Sl.	Age	Gender M/F	Where do they live					
				1	With you in Hostel	2	At home	3	Other Place, Specify
				1	With you in Hostel	2	At home	3	Other Place, Specify.....
				1	With you in Hostel	2	At home	3	Other Place, Specify.....
II	OCCUPATIONAL DETAILS								
13	Which sector do you work in?			1	Government			2	Private
14	Name of the Organization/Company							
15	What is your designation?							
16	Monthly salary					Rs./month			
17	Distance of your workplace from the hostel?					Kms.			
18	What mode of transport do you use to go to office?								
	1	Rickshaw		2	Auto		3	Bus	
	4	Train/Metro		5	Own Vehicle		6	Any Other.....	
III	HOSTEL DETAILS								
19	What are the entry timings in the Hostel?					Upto.....			
20	Are the timings of the hostel rigid or flexible?								
	1	Flexible			2	Rigid			
21	Date of applying in the Hostel?							
22	Date of admission in the Hostel?							
23	How long you have been staying in this hostel?					Years.....		Months.....	
24	For what period of time Hostel has been allotted to you?					Years.....		Months.....	
23	How did you come to know of this hostel facility?								
	1	Newspaper Advt.		2	TV Advt.		3	Website	
	4	Friends		5	Any Other.....				
24	What fee do you pay in the Hostel?					Rs./month.....			
25	Why do you live in this hostel?								
	1	Affordable cost			1	Yes		2	No
	2	Good Security			1	Yes		2	No
	3	Good Food			1	Yes		2	No
	4	Good Facilities			1	Yes		2	No
	5	Easy accessibility to office			1	Yes		2	No

	6	Day care facility	1	Yes	2	No						
	7	Any Other, Specify	1	Yes	2	No						
26	Are you happy with the facilities provided in the Hostel?											
	Sl.	Facility	Available				Satisfaction Level					
	1	Bed in room	1	Yes	2	No	1	Good	2	Average	3	Poor
	2	Other Furniture in Room	1	Yes	2	No	1	Good	2	Average	3	Poor
	3	Fan	1	Yes	2	No	1	Good	2	Average	3	Poor
	4	Meal	1	Yes	2	No	1	Good	2	Average	3	Poor
	5	Water Cooler/Filter	1	Yes	2	No	1	Good	2	Average	3	Poor
	6	Recreational Room	1	Yes	2	No	1	Good	2	Average	3	Poor
	7	TV	1	Yes	2	No	1	Good	2	Average	3	Poor
	8	Computer	1	Yes	2	No	1	Good	2	Average	3	Poor
	9	Internet/wifi	1	Yes	2	No	1	Good	2	Average	3	Poor
	10	Telephone	1	Yes	2	No	1	Good	2	Average	3	Poor
	11	Sick/ Medical Room	1	Yes	2	No	1	Good	2	Average	3	Poor
	12	Geysers	1	Yes	2	No	1	Good	2	Average	3	Poor
	13	Fridge	1	Yes	2	No	1	Good	2	Average	3	Poor
	14	Washing Machine/ Laundry	1	Yes	2	No	1	Good	2	Average	3	Poor
	15	Waiting Room	1	Yes	2	No	1	Good	2	Average	3	Poor
	16	Vigilant Security	1	Yes	2	No	1	Good	2	Average	3	Poor
	17	Medical first Aid	1	Yes	2	No	1	Good	2	Average	3	Poor
	18	Electricity	1	Yes	2	No	1	Good	2	Average	3	Poor
	19	Generator	1	Yes	2	No	1	Good	2	Average	3	Poor
27	Are there arrangements to reach a doctor/medical facility in case of emergency?											
	1	Yes	2	No								
28	Are group activities (recreational) organized in the Hostel?											
	1	Yes	2	No								
29	If yes, which activities are organized?											
	I											
	II											
	III											
30	Does the Warden live in the Hostel?											
	1	Yes	2	No								
31	How is the behaviour of your warden?											
	1	Satisfactory	2	Not Satisfactory								
IV	DAY CARE CENTRE DETAILS											

32	Do you avail the facilities of Day Care Centre of the Hostel?											
	1	Yes	2	No	3	NA						
33	How much do you pay for the Day care Facility of the Hostel?								Rs/Month.....			
34	Types of facilities available in the Day Care Centre?											
	Sl.	Facility	Availability				Satisfaction level					
	1	Nutritious food	1	Yes	2	No	1	Good	2	Average	3	Poor
	2	Immunization	1	Yes	2	No	1	Good	2	Average	3	Poor
	3	Playing facilities	1	Yes	2	No	1	Good	2	Average	3	Poor
	4	Development Activities (reading, music, painting, games)	1	Yes	2	No	1	Good	2	Average	3	Poor
	5	Emergency Medical Care	1	Yes	2	No	1	Good	2	Average	3	Poor
	6	Cleanliness	1	Yes	2	No	1	Good	2	Average	3	Poor
	7	Caretaker										
	8	Security	1	Yes	2	No	1	Good	2	Average	3	Poor
	9	Others.....										
35	What is your overall satisfaction level about the facilities provided at the Day Care Centre?											
	1	Very Good	2	Good	3	Average	4	Poor	5	Very Poor		
36	Suggestions to improve the services of Day Care Centre?											
	I											
	II											
	III											
37	Suggestions to improve the services of the Hostel?											
	I											
	II											
	III											
38	Any Other Information?											
	I											
	II											
	III											

Signature of Respondent/Beneficiary	
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Signature of Investigator	
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Name of Investigator	
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EVALUATION OF WORKING WOMEN HOSTELS

Sponsored by Ministry of Women and Child Development, GOI

**INTERVIEW SCHEDULE
Non- Beneficiary**

Namaste, My name is and I am working with HARYALI Centre for Rural Development, New Delhi, an organization engaged in conducting socio-economic research, evaluation and monitoring of development programmes. HARYALI is conducting an evaluation of working women hostels which have received grant in aid from the Ministry of Women and Child Development, Government of India. This evaluation study will greatly help in refining existing schemes and programmes related to Working Women Hostels.

In this connection, we would like to ask you a few questions, which will take about 10-15 minutes of your valuable time. The information which we shall gather from your wide experience would be treated as confidential and will be used for research purposes only.

We acknowledge for your whole-hearted support and cooperation.

A BACKGROUND INFORMATION									
1	Name of the State							
2	Name of City							
3	Name of Respondent							
4	Phone No.							
5	Age							
6	Religion	1	Hindu	2	Muslim	3	Christian		
		4	Sikh	5	Buddhist	6	Jain		
7	Social Group	1	ST	2	SC	3	OBC	4	General
8	Marital Status	1	Unmarried	2	Married	3	Widow	4	Divorcee
9	Educational Qualification								
	1	Illiterate		2	Primary		3	Middle	
	4	Metric / Intermediate		5	Graduate / Post Graduate		6	Any other.....	

10	Which sector do you work in?	1	Government	2	Private			
11	Name of the Organization/Company						
12	What is your designation?						
13	Monthly salary						
14	Where do you stay?							
	1	PG	2	Private Hostel	3	Rented Room/Flat	4	Any Other.....
15	What rent do you pay in the Hostel?						Rs.
16	Distance of your workplace from your accommodation?						Kms.
17	What mode of transport do you use to go to office?							
	1	Rickshaw	2	Auto	3	Bus		
	4	Train/Metro	5	Own Vehicle	6	Any Other		
18	What are the entry timings of your accommodation?						Upto.....	
19	How long you have been staying in this accommodation?						Years.....	Months.....
20	Are you aware about the Working Women Hostel Facility of the Government in your area?							
	1	Yes	2	No				
21	If Yes, Reasons for not living in that Hostel?							
	1	Not eligible	1	Yes	2	No		
	2	Non availability of Rooms	1	Yes	2	No		
	3	Timing not suitable	1	Yes	2	No		
	4	Lack of security	1	Yes	2	No		
	5	Lack of facilities	1	Yes	2	No		
	6	Lack of Cleanliness	1	Yes	2	No		
	7	Poor Quality of Food	1	Yes	2	No		
	8	Lot of boundation	1	Yes	2	No		
	9	Any Other	1	Yes	2	No		
22	In future, would you like to live in the Government Hostel?							
	1	Yes	2	No				
23	Suggestions							
	I							
	II							
	III							

Signature of Respondent/ Non-Beneficiary	
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Signature of Investigator	
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EVALUATION OF WORKING WOMEN HOSTELS

Sponsored by Ministry of Women and Child Development, GOI

**INTERVIEW SCHEDULE
Stakeholders**

Namaste, My name is and I am working with HARYALI Centre for Rural Development, New Delhi, an organization engaged in conducting socio-economic research, evaluation and monitoring of development programmes. HARYALI is conducting an evaluation of working women hostels which have received grant in aid from the Ministry of Women and Child Development, Government of India. This evaluation study will greatly help in refining existing schemes and programmes related to Working Women Hostels.

In this connection, we would like to ask you a few questions, which will take about 10-15 minutes of your valuable time. The information which we shall gather from your wide experience would be treated as confidential and will be used for research purposes only.

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A	Background Information	
1	State	
2	City	
3	Department	
5	Name	
6	Phone No.	
7	Designation	
B	Hostel	
8	What is your opinion about the Working Women Hostel Scheme? (The Strength and Weakness of the Scheme)	
	Strength	
	I	

	II	
	III	
	Weakness	
	I	
	II	
	III	
9	What is your opinion about the functioning of Implementing Agencies? (The Strength and Weakness of the Scheme)	
	Strength	
	I	
	II	
	III	
	Weakness	
	I	
	II	
	III	
10	What is your opinion about the facilities provided in these hostels?	
	I	
	II	
	III	
	IV	
11	Please give suggestion to improve functioning of the hostels?	
	I	
	II	
	III	
12	How do you monitor the Hostels/scheme?	
	I	
	II	
	III	
13	Please give details about the visits done during last year?	
	I	Year
	II	Average No. of visits done per hostel

	III	No. of Total Hostels visited	
	IV	Remarks about the hostel visit	
14	What modifications are required in the scheme for its better implementation?		
	I		
	II		
	III		
15	Do you think there is a need of more working women hostels in state and city?		
	1	Yes	2 No
16	If Yes, How many more hostels are required?		
	1	In your State	
	2	In Sample City	
17	Suggestions		
	I		
	II		
	III		

Signature of Respondent	
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Signature of Investigator	
Name of Investigator	

EVALUATION OF WORKING WOMEN HOSTELS

Sponsored by Ministry of Women and Child Development, GOI

INTERVIEW SCHEDULE Project Staff

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In this connection, we would like to ask you a few questions, which will take about 10-15 minutes of your valuable time. The information which we shall gather from your wide experience would be treated as confidential and will be used for research purposes only.

We acknowledge for your whole-hearted support and cooperation.

A	Background Information	
1	State	
2	City	
3	Hostel	
4	Name	
5	Phone No.	
6	Designation	
7	Education Qualification	
8	Experience	
9	Date of Joining	
10	Salary	

11	Any other Benefits	
12	What are your Job Responsibilities?	
	I	
	II	
13	Have you received any training for this particular job?	
	1	Yes
	2	No
14	If Yes, what training have you received? Specify	
	Sl.	Name of Training
	I	
	II	
15	What is your Opinion about Hostel?	
	I	
	II	
	III	
16	What is your suggestion to improve Hostel facility?	
	I	
	II	

Signature of Respondent	
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Signature of Investigator	
Name of Investigator	