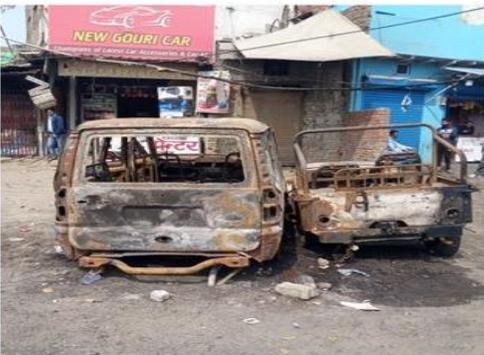


# JOINT RAPID NEEDS ASSESSMENT REPORT

## Delhi Violence 2020





# Sphere India

National Coalition of Humanitarian Agencies in India

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Date: 3<sup>rd</sup> March 2020

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# 1. Executive Summary

Delhi witnessed one of the most dreadful communal violence in the last week of February leading to loss of 47 lives, extreme damage to properties and several hundred severely injured. The main objective of this joint rapid needs assessment (JRNA) is to assess immediate humanitarian needs emerging in the violence hit area of North East Delhi and make recommendations for immediate and midterm response for various social sector services.

The transect walk with field observations and interaction with affected men and women of riot hit areas covered methodologies as:

- Telephonic interviews with people who have experienced the problem during the violence.
- Direct visual observation of living conditions, accessibility to affected areas, children spaces, markets, people' activities and their immediate concerns.
- Key Informant Interviews
- Household Interviews
- Photographic analysis: Pictures were collected from volunteers and other partner team members and analysed to identify the current community issues.
- Secondary data analysis – media, local partners and other sources

Some of key observation are listed below:

- The violence has impacted water and sanitation facilities in some areas. The number of toilets in makeshift camps at night shelters are not adequate as only two semi functional toilets are covering over hundred who have taken shelter there. The nature of WASH facilities varies in slum and non-slum areas. The crowding and impact on sanitation amid rising threat of corona virus is a key concern in this complex humanitarian situation.
- Shiv Vihar, DPR Convent Public School faced the maximum damage among the four which were targeted during the violence. The Rajdhani Public School, Victoria public and Modern Public school were also damaged in the riots. Rooms on the ground floor were torched, books strewn on the floor and outside, along with shards of glass everywhere. The four schools which have been shut down indefinitely, impacts over 3300 students approx.
- Approximately 600 injured people came to the hospital and these hospitals do not have enough capacity to accommodate patients in such a high number. People in AI Hind hospital have been seen lying on floors and vulnerable to acquire hospital infections,
- Livelihood of the people are badly affected in the area. Approx. 40% of street vendors, petty businesses, home based workers, daily wage workers have gone unemployed. Daily wagers are worst affected as there has been no work for more than 10 days and hence no income impacting food security.
- Elderly and women have been among most vulnerable given the mobility issues resulting in the inability to escape when properties were being set on fire. There are reports of gender-

based violence, assaults on women and young girls, and situation of house arrest. There are reports of looting including Jewelry and other belongings of women.

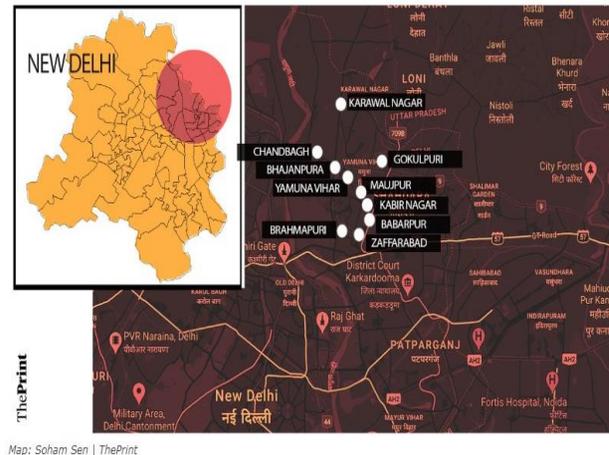
- Huge damage to houses of local residents has been done through stone pelting and fire. At some areas boundary walls of religious places were also damaged. A large amount of residents have left their home and shifted to their friends and relatives so as to be safe, It is estimated that around 250 houses are completely damaged due to burning.

Sector wise key recommendations include:

- There are reports of children having been injured; gone missing or separated from their families. It requires coordination and follow up with NCPCR/ DCPCR to assess the situation of children affected by violence; their location; instances of abuse and trafficking; casualties. The CHILDLINE needs to get activated with presence in the affected locations.
- Hygiene kit distribution with menstrual hygiene management provision, undergarments and drinking water treatment materials as per minimum standards are required. Separate and sufficient toilets for women in night shelters or makeshift camps needed immediate prioritisation.
- Immediate temporary education centers equipped with proper teaching and learning materials and trained volunteers to orient and provide psycho-social support needs to be established specially for the children having their schools building shuts indefinitely.
- 24\*7 hour ambulance services for the victims and vulnerable patients. Awareness, regarding prevention of communicable diseases and access to local clinics need to be ensured.
- An in depth assessment of the livelihood and food security sector with interventions of cooked food for immediate food security, cash for work, microfinance, capital support for initiating livelihoods linkages with banks, interest free loans to ensure quick recovery and long term food security.
- Rehabilitation support and program for those who have lost their shelters, shops and other assets is recommended.
- A thorough assessment is needed in collaboration with Delhi police and DCW to look into sexual crime cases against women and casualties incurred by elderly in the riot hit areas.

## 2. Background

North East part of Delhi, the capital of India saw communal violence in last week of February 2020. The situation spiraled out of control on 25 Feb as the violence spread to an even wider area on either side of the Jaffrabad main road. Maujpur, Chand Bagh, Kardampuri, Bhajanpura, Gokalpuri, Khajuri Khas, Yamuna Vihar and Brijpuri neighbourhood were engulfed in the conflagration. The violence subsided in few days but the consequences of violence are very disheartening. 47 people have been reported dead and hundreds severely injured. AI Hind Hospital has reportedly attended to over 600 people with injuries including OPD patients, and over 250 people were admitted to GTB hospital with severe injuries. LNJP hospital has also confirmed admission of over 15 cases of injured people. Many injured people have migrated or not reported to hospitals due to fear.



Homes have been burned and belongings and assets looted, mosques and shops set ablaze. Incidents of violence against women and girls and elderly have also been reported. The Central Board of Secondary Education has rescheduled the Class 10 and 12 Board examinations in view of the current situation. The Delhi government has announced various compensation packages for the violence affected people and to families of those who have died due to the violence, and steps for their relief and rehabilitation in the violence affected areas.

Nearly 7,000 paramilitary forces have been deployed in the affected areas of the northeast district since Monday to maintain calm. Section 144 of CrPC was imposed on affected areas of North East Delhi. The High Court has demanded investigation in the case against the alleged perpetrators including those who incited violence with hate speech. Two Special Investigation Teams (SIT) have been formed to probe the violence, and so far, 630 people have been arrested and 123 FIRs lodged. The Delhi Commission for Women (DCW) has asked Delhi Police to submit a report on the sexual crime cases reported during or after the riots in the affected areas by March 4 to monitor any cases of murder and abuse, after the visit to riot hit areas. The National Human Rights Commission (NHRC) on 1st of March, asked a report from Delhi Police of the "human rights violations" in the Delhi violence, after the fact-finding team visited the violence-hit areas and met affected people and the families of those who lost lives in the violence.

At the heart of the unrest is a citizenship law which is seen to be biased against the Indian Muslims. While the pro CAA rallies and anti-protests have been on for several months now, the

protests got transformed into intense rioting between the pro and anti CAA groups in predominantly Muslim ghettos of North East district of Delhi. As per 2011 census, North East Delhi had a population of 2,241,624 of which male and female were 1,188,425 and 1,053,199 respectively. Hindus comprise 68.22 % and Muslims 29.34 % of this population. The population has risen by 27% since then.

### Estimates of humanitarian impact - Till date

No of District Affected: -	02 - Shahadra & North East districts of Delhi
Human Lives Lost	47
No of Injured	900 Approx. including OPD patients
No of relief Camps in the vicinity	11 Rain Baseras + shelter at Al Hind Hospital + Samuday Bhawan and individual homes opened as shelters
No of Schools Damaged	4
Impacting the number of Students	3300 (Approx.) (Number of children having indefinite shut down of schools)
Number of Children in Street Situation (CiSS) affected	1559 **
Number of impacted schools in North East	234 (As per DOE) To remain closed till 7 <sup>th</sup> March
Name of Schools damaged/burnt	DPR, Rajdhani and Modern public School, Victoria Sen Secondary School.
No of AWCs closed	29 (Khajuri only)
Loss of School Days	Consecutive 5 (As of 29 <sup>th</sup> February)

\*\*Number of Children in Street Situation

#	Name of area in the district	CiSS population affected	No. of Hotspots	Areas which are worst affected
1	Bhajanpura	74	3	
2	Gokulpuri	11	1	Zohripur
3	Khajuri Khas	20	1	
4	Nandnagri	357	12	
5	Seelampur	549	10	Maujpur, Zafrabad, Janta Colony
6	Sonia Vihar	520	2	
7	Yamuna Vihar	28	1	Chandbag, Karawal nagar, Mustafabad

### 3. Relief measures

The Govt and Non Govt actors have mounted relief efforts. While various coordination groups have become active for coordination between like minded organizations within civil society over social media, GO-NGO coordination is also established by district administration and volunteers of Delhi Govt. Sphere India, a national coalition of humanitarian agencies which coordinates the humanitarian organizations in the country have been releasing regular sitreps and have activated Unified Response Strategy the mechanism with SOP for inter-agency coordination during such emergencies.

#### Government initiatives

- A meeting was held under the chairmanship of Hon'ble Chief Minister on 27.02.2020 to discuss the various steps taken for relief and rehabilitation in riot affected areas.
- The District Headquarters of North-East District to act as Headquarters for controlling the relief and support activities.
- Coordination meetings have been held in the 2 districts by the concerned DC's along with other departments/agencies such as the MCDs,, Police, Education and NGO's. This coordination meeting will be held every morning.
- Cooked food and around 300 litres of milk is being provided to around 2000 people of Shahdara(Noor-e-ilahi & Kardampuri) and North-East (Brahampuri & Mustafabad) Districts for which around 350 Civil Defence Volunteers have been pressed into service.
- District Administration is providing cooked food and around 300 litres of milk to around 2000 people of Shahdara(Noor-e-ilahi & Kardampuri) and North-East (Brahampuri & Mustafabad) Districts for which around 350 Civil Defence Volunteers have been pressed into service.
- Round the clock Help Line numbers are to be set up in the offices of the two Deputy Commissioners and the 4 SDM Offices. Simultaneously, round the clock Help Desks are also to be set up at the DCP/SHOs of the two districts.
- SDMs have been designated as Nodal Officer of the Help Desks

#### Helpline numbers:-

- 1077 – Toll free number of the Disaster Management at State Level
- DC North-East District – 011-22115289
- SDM (Yamuna Vihar) – 011-22574468
- SDM (Seelampur) – 011-22827367
- SDM (Karawal Nagar) – 011-22574469
- DC Shahdara – 011 – 22111077
- SDM Shahdara – 011-22110029
- Additional 12 SDMs (3 per affected sub-division) are being deployed today for overseeing all the support, relief and rehabilitation activities.
- 4 Night Magistrates (in addition to the above mentioned 12 SDMs) shall be deployed from today onwards to coordinate relief and rehabilitation activities and to respond to any emergent situation. They shall also patrol their respective area along with the police

authorities during night hours.

- Two ambulances per sub-division shall be stationed round the clock from today onwards.
- The Government is in the process of revising the ex-gratia relief compensation which has not been revised since 2011 in the 1-2 days.
- Immediate relief Rs. 25,000/- will be released to per-household in case of substantial or total damage of the house for loss of household items.
- An App shall be developed by the Divisional Commission with assistance from the IT Dept. where citizens can lodge details of loss of property, loss of vehicles, damage to business, details of injury and death, if any.
- EDMC to undertake a massive cleaning up exercise of the whole affected area under the supervision of Revenue Department.
- Special Doctors from VIMHANS to provide counselling to those who have lost their kith and kin.
- If children have lost books, Directorate of Education shall provide books and notebooks free of cost to children of both Government schools as well as private schools.
- Similarly, new set of uniforms shall also be provided free of cost.
- For those students who could not appear in the CBSE or ICSE Board Exams, the Directorate of Education will collect the list of such affected students and share the same with CBSE/ICSE so that alternative dates for conduct of examination could be made by the respective Boards.
- A regular GO-NGO coordination meeting is being organised at District HQ in Nand Nagri since 2<sup>nd</sup> March.
- Joint visits of NGO volunteers and administration are being undertaken to build confidence in people to restore peace and normalcy in Delhi.

### **NGO / Civil Society Response**

- The Delhi Waqf Board to set up relief camps in violence-hit areas of the city and distribute ration kits in the affected areas. Distribution of milk and biscuits for children and ration kits have also started.
- Civil Society Activist Groups like Karwan e Mohabbat, Aman Biradari, Action for Change and others led by some known activists have been active with opinions on CAA and similar laws much before the violence spread and are coordinating like minded organisations.
- ActionAid India has started distributing food packet to nearly 600 affected families at Chaman Park-ShivVihar, D-Block, Kabir Nagar ( Maujpur-Babarpur) and Khajuri Khas areas.
- Khalsa Aid India has distributed emergency food items like milk & biscuits to the affected victims.
- Oxfam India is reaching out to 1100 families through their partners with different kind of supplies.
- Save the Children is also reaching out to 100 families and building its response plans.
- EFICOR is planning to response.
- IVN a group of volunteers had provisioned 500 sanitary napkins on request of district

emergency cell and is coordinating with their volunteers. They have also completed a rapid assesment.

- Sphere India 2<sup>nd</sup> Inter Agency Coordination (IAC) Committee coordination call was held at national level on 27<sup>th</sup> February to review overall situation and needs emerging in this complex crisis. The IAC committee activated Unified Response Strategy(URS) for Delhi Violence Response and Peace Building Coordination 2020.
- The agencies already responding / planning to respond are updating their information in Sphere India URS matrix for mapping of who is doing what and where. The link to matrix can be found below:  
<https://docs.google.com/spreadsheets/d/1LHiNM3mDaDck4OEKBsKQLHROlrVWuGmMsUhzxFV-Zfs/edit?usp=sharing>
- Sphere India has initiated an inter-agency multi sector assessment.

## 4. Field assessment:

### Assessment Methodologies:

The transect walk with field observations and interaction with affected men and women of riot hit areas and meetings with District and sub district Govt officials covered methodologies as:

- Telephonic interviews with people who have experienced the problem during the violence.
- Direct visual observation of living conditions, accessibility to affected areas, children spaces, markets, people' activities and their immediate concerns.
- Key Informant Interviews
- Household Interviews
- Photographic analysis: Pictures were collected from volunteers and other partner team members and analysed to identify the current community issues.
- Secondary data analysis – media, local partners and other sources

### Places visited

At the time of primary data collection, the access to communities was very limited with security restrictions. Section 144 restricting public gatherings above 5 was imposed in most areas. Due to security considerations and adherence to Do No Harm and other humanitarian principles, the assessment team were oriented. Precautions and restraint was exercised in primary data collection. The analysis is indicative of assumptions during primary data collection of rapid assessment in these circumstances and validated through secondary sources. The assessment teams visited following places on 29<sup>th</sup> Feb and 1<sup>st</sup> Mar 2020.

- Usmanpur Pushta 2 ,3 ,5
- Khajuri khas [still unstable]
- Sree ram chowk [still unstable]
- Bhajanpura partially [not safe] [high tension]
- Karawal nagar
- Indra Vihar
- Mustafabad
- Gokulpuri on 28 February 2020 [tension area]

## 5. Sector Analysis

### 5.1 PROTECTION

According to sources, section 144 of CrPC was imposed on 10 locations in North East Delhi on 28<sup>th</sup> Feb 2020. Incidents of violence against women and girls have been reported. The **Central Board of Secondary Education (CBSE)** has rescheduled the Class 10 and 12 Board examinations in view of the current situation. The High Court has directed the government, police to ensure security at board exam centres in northeast Delhi.

47 lives have been lost as reported on the 3<sup>rd</sup> of March. The **High Court** has intervened in the matter and demanded investigation in the case against the alleged perpetrators, demanding the FIRs to be filed and report be filed by the Centre. As on 1<sup>st</sup> March 2020, Two Special Investigation Teams (SIT) have been formed to probe the violence, and so far, 630 people have been arrested and 123 FIRs lodged. The Delhi HC has given the Centre four weeks to respond to a plea seeking FIRs against those who are responsible for hate speeches inciting the violence.

**The Delhi Commission for Women (DCW) visited** the affected areas and has asked Delhi Police to submit a report on the sexual crime cases reported during or after the riots by March 4 to monitor any cases of abuse and support victims.

The **National Human Rights Commission (NHRC)** on 1<sup>st</sup> of March, asked a report from Delhi Police of the "human rights violations" in the Delhi violence, after the fact-finding team visited the violence-hit areas in northeast Delhi and met affected people and the families of those who lost lives in the violence.

The Delhi Govt has announced the relief package and has started distributing Rs 25,000 in cash, as part of compensation to those whose houses have been completely or partially burnt during the violence in northeast Delhi earlier this week. For assistance of the violence-hit people, 18 magistrates and four-night magistrates from other districts have been appointed to supplement existing administrative capacities in affected area.

#### **Analysis of secondary info:**

1. At least 4 children went missing from madrasa in Brijpuri, as on 29 Feb.
2. A 14-year-old Muslim boy who suffered bullet injuries in Kardam Puri of Shahdara in northeast Delhi during the Delhi riots.
3. A two-year old's family is also reported to have been missing, and was rescued near Medina Masjid, by a Muslim resident of Shiv Vihar in North East Delhi.

4. 85-year-old woman named Akbari was trapped inside her home in the neighbourhood of Gamri Extension after a mob set it on fire on Tuesday morning of 25 February.
5. A substantial population of Gokulpuri has moved out, 40% of slum houses are damaged. 02 children were affected and were treated at nearby hospitals; nearby areas and effected 2 houses burned. Livelihood badly affected; shops partially open, daily wage workers are out of employment or any income activities for more than 10 days.
6. Small clinics, Health centres in affected areas were mostly close till 2<sup>nd</sup> March. GO-NGO efforts for confidence building being put in place for opening of these facilities.
7. Market burned at Gokulpuri, Khajuri Khas (1 shop burnt) and 95% of houses have windows broken and patrolled by local residents. No police presence reported in the area.
8. Electricity supply is fine, water problems- not enough for drinking and daily use.
9. 1 wall demolished at Bhajanpura, stone pelting at a temple at dargah at Ram Chowk.
10. Petrol pump burnt at Bhajanpura.
11. Public toilets opened after being closed for 3 days.
12. Pusta 2 and 3 are slum areas that were provided water supply through water tankers prior to violence are faced with water crisis.
13. Jewellery and other belongings of women whose weddings were scheduled soon were looted.
14. Closed shops and deserted houses in Pucci Khajuri. Residents have shifted to Chandu Nagar.
15. Street Vendors, Petty Business owners, Home Based Workers and Daily Wage Workers in Bhajanpura, Khajuri chowk and Pucci Khajuri, have lost their means of livelihood and have moved in to other neighbourhoods, relatives and friends, in search of safe refuge. Being displaced, they are now totally dependent on relief.
16. The whole stretch of vendor market has been burnt at Karawal Nagar road.
17. The carts were burnt, and their capital was looted.
18. Gender based violence, armed killings reported by varied sources.
19. Police and community vigilance reported to be the available protection measures in localities.

### **Observation from the field:**

#### **Seelampur**

- The victims and those at risk have moved to stay with their relatives and friends.
- Schools are closed but not damaged.
- Power electricity is available, water is available through Govt.
- Shops were closed
- Restricted access to roads. Permission is required for relief supplies.



*Pic Credits: Bali Bhai, PHIA Foundation*

### **LNJP hospital**

- At Emergency ward gate no. 2 of the LNJP hospital around 70-80 patients/people were on the verandahs with some having injuries including children around age 7-15. Approx. 20-25 families.
- Around 15 people from violence affected areas like Seelampur have been admitted to the emergency ward. 2 people were in critical condition in ICU. Families could not be met.
- 4 deaths have been reported in the hospital.
- People/patients were mostly from Muslim community

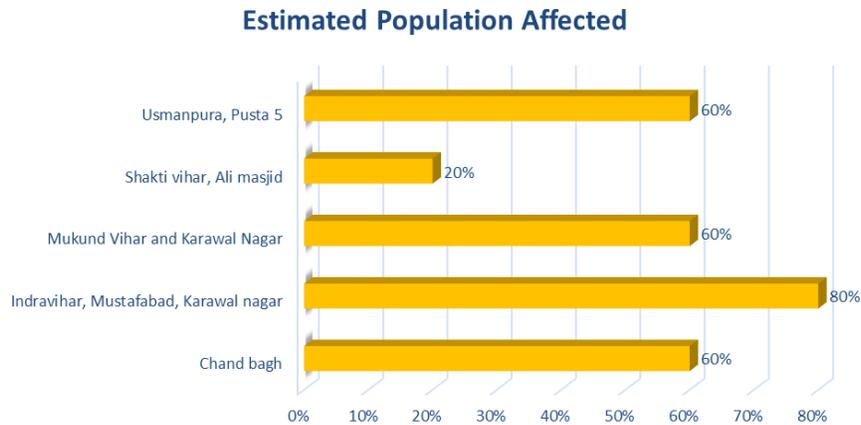
### **Indravihar Gali no. 5, Mustafabad, karawal Nagar and Al-Hind hospital, Mustafabad**

- Two centers were visited where people from Muslim community from Shiv Vihar were taking shelter
- Some people have opened up their houses (4 in total) as relief shelters
- Govt. has not been able to access the affected population.
- Overall a total of 40-50 families are residing here whose houses have been burnt/destroyed in the violence.
- Women and children, especially girls, reported that the house owners are arranging for food but they lack essential amenities such as blankets, carpets, mattress, sufficient clothes, hygiene kits etc.
- Young girls within the age 13-15 reported fear and trauma as they voluntarily shared the incidents of riots and cases of their friends being attacked with acid and houses burnt down.
- Verbal abuse was reported by the young girls and women.
- Children, women and some men were reported in a house arrest situation and did not want to come out, out of fear and anger.
- Children between 3-10 years were agitated living in small room for couple of days now as they were not allowed to go out. They were forced to stay in a small room along with other families.
- In one 10'\*10' room there were 5-6 families accommodated causing mental stress, hygiene and other protection concerns.
- Water was a major issue and inadequacy was observed.
- All residents including women and children were in a state of shock and needed psychosocial first aid.
- WASH facilities in the centers were not adequate. Only 2 toilets for 15-20 families were available.
- Boys aged 9-16 were seen outside carrying rations to the centers
- 2 girls reported their inability to take Class 10<sup>th</sup> exams due to lack of ID cards which were burnt down in their houses
- Livelihoods of the people were hampered as most of them were street vendors, rickshaw pullers, masons, plumbers, had small shops etc.
- More than 160 people from Shiv Vihar area were residing at Al-Hind hospital.

- Food was supplied there by informal groups but inadequacy related to WASH issues were identified. Outside the hospital, drains were overflowing, roads were muddy, pile/heaps of garbage were on the roads and amid street vendors. Inside the hospital there were only 2 semi functional toilets.
- The hospital has so far reported treating more than 600 injured people with 4-5 deaths.
- All 160 people were residing in one big hall located on the first floor of the hospital while the ground floor served as pharmacy, wards and OPD. This increases the chances of children being abused/further victimized/stressed.
- People from these three areas had a lack of awareness on essential helpline numbers such as Childline, DCW, DCPCR etc.
- ICPS structure were felt needed to be more active in these areas.

**Analysis of Key Informant Interviews (29 Feb – 1<sup>st</sup>/ 2nd March)**

14 KIIs were conducted with people comprising RWA leader, mosque head, anganwadi helper and community leaders, in Indra Vihar colony in Chand Bagh, Usmanpur (Rd. 5) and, Pusta 5; Shelter home, Anand Vihar, Seelampur; and Nand Nagari.



- Of the 14, 93% (13) had heard of Armed violence; 29% (04) of killings, 50% (07) of the gender-based violence, and 100% of the displacement. 100% confirmed the presence of both community-based vigilance mechanism and police security.
- Incident of family separation was reported from Pushta 5, Usmanpur, affecting children and women predominantly. 64% (9) stated about the presence of primary school in these locations that were being attended by the children from these locations. Post-violence, the schooling has been stopped completely.
- Among the priority relief needs, 36% from (Chand Bagh, Shelter home, Anand Vihar, Usmanpura, Pusta 5) have identified food and shelter as immediate relief need; 64% (9) cash along with other food and non-food items from all locations; 79% (11) as clothing in addition to other food and non-food item from all locations; 57% (8) drinking water along with other relief assistance from all locations except Nand-Nagari; 64% (9) as medical support from all places; 57% (8) have asked for sanitation facilities in all locations; 57% (8) psychosocial support from all locations except Shakti Vihar.

- Among the priority recovery needs, 57% have pointed out housing repair/reconstruction; 71% (10) have asked for livelihood restoration and health services respectively; and 42% for school repair.

## **HH level interviews**

07 households level interviews were conducted, Indra Vihar, Mustafabad, Karawal Nagar, Shakti Vihar, Usmanpura, pusta 5, Mukund Vihar and Karawal Nagar, Mazar wali gali. Out of 7 household respondents, 4 stated that they witnessed armed conflict, 1 family member was dead, 2 faced gender-based violence and 4 have been displaced. 03 respondents said they had community-based vigilance and 3 respondents mentioned the existence of police.

5 said the primary school was available in the locality and all children in these households were going to school before the violence broke out. However, after the violence, their schooling has been interrupted. 3 respondents expressed the need for child friendly spaces and reopening of schools.

Food, health support, shelter, sanitation, clothing, psychological support, drinking water, temporary facilities for learning for children, psychological support were identified as immediate needs. Housing repair, repair and reopening of schools, livelihood support, and health facilities are needed for early recovery by all respondents.

## **Conclusions and Recommendations:**

Primary information pertaining to protection issues is limited due to restrictions in access and other considerations. However, secondary information supplemented by limited primary info established the need for in-depth assessments of protection issues. Following are the key conclusions and recommendations.

1. The scenario reveals and alludes to children having been injured; gone missing; and their families missing. This requires coordination and follow up with NCPCR/DCPCR to assess the situation of children affected by violence; their location; instances of abuse and trafficking; casualties. The CHILDLINE needs to get activated with presence in the affected and vulnerable locations.
2. Possibility of abuse of women cannot be ruled out and needs probing and follow-up with DCW, including counselling support besides other material needs.
3. The elderly, and as per evidence, women have been most vulnerable given the mobility issues resulting in the inability to escape when properties were being set on fire. A thorough assessment is needed to see the casualty among elderly and situation of those that have survived the violence, and their specific needs.

4. People have lost their livelihood and the very source of livelihood, and this will affect their long-term food security and recovery process. It needs to be known if any victim had taken loans or credit from private or public institutions /lenders to recommend appropriate action, waivers from authorities till the family can pay them off.
5. Longer term support is needed ensuring safe spaces for children, women, and elderly beyond immediate food and water provisions to generate security among the affected.
6. Need for immediate psychosocial aid as the children especially young girls are traumatized by what has happened to them and their friends and relatives
7. Need for temporary learning cum recreation facilities/centers cum safe spaces for women, adolescents and children
8. Need to balance their diet/nutrition as at present they are only taking chapati with milk
9. Restoration of schools/education system and need to advocate for those children who are not being able to attend their board exams due to lack of documents
10. Activating ICPS structures, outreach and helpline such as Childline services, identifying specific CNCP cases including children who were in street situations, analysis of their whereabouts/status, referrals and linkages with structures such as DCPCR, DCPU, CWC etc.

## **5.2 SHELTER**

Delhi accounts for around 0.05% of India's geographical area and 1.39% of its population. Ownership of houses is very high in Delhi with about 68% of households having their own houses. As per 2011 census in North-East 75.3% households' own shelters and 23.3% lived on rental basis and 1.4 in other households. The area has 2220097 urban population, 21527 rural population and also ranked first in terms of population density of 36155 persons per Sq. Km with a sex ratio of 886. North East Delhi is flanked by the Yamuna River on the west, East Delhi to the south, North Delhi to the west. The district of Gaziabad in Uttar Pradesh stretches from north to the east.

### **Impact of Violence**

Interior of the district has faced huge losses in terms of full and partial damage to structures which includes houses, schools, religious monuments, petrol pump, shops and other education institutes.

- Huge damage to houses of local residents has been done through stone pelting and fire.
- At some areas boundary walls of religious places were also damaged.
- A large amount of residents have left their home and shifted to their friends and relatives so as to be safe.
- It is estimated that around 250 houses are completely damaged due to burning.
- Market burned at Gokulpuri, Khajuri Khas (1 shop burnt) and 95% of houses have windows broken and patrolled by local residents in other locations like Usmanpur and Shastri Park.
- Windows of schools have also been broken. Many toilets have also been damaged.
- In some of the areas there is no electricity and no adequate water supply.
- Shortage of food supplies has led to hike in prices of products being sold at fewer local shops.
- Slum area of the district is adversely affected and most of them are completely damaged.
- Some public toilets are said to be working and open.
- Areas other than the directly affected localities have not reported any damage to structures or buildings.
- As per the respondents who are displaced and taking shelter in camps and relatives homes, 86% of shelters in their areas are inhabitable and all are unsafe due to the current situation.



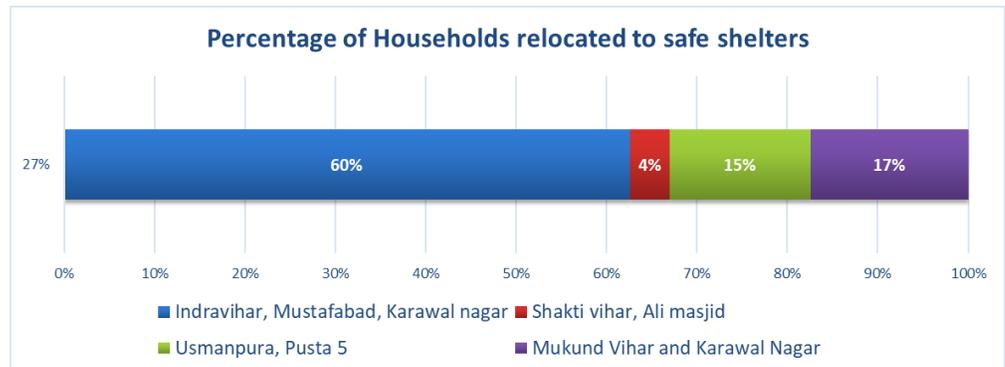
Pic Credits: Abhishet, MRYDO



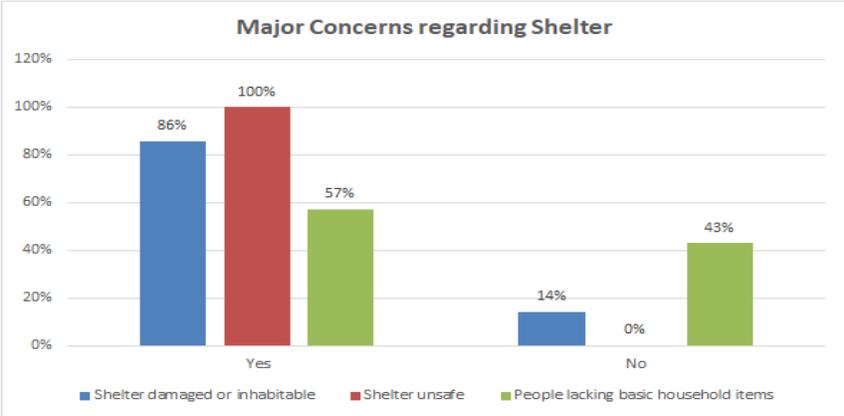
In Pucci Khajuri area, Shameem Banu's daughter was supposed to get married. she is looking for any burnt jewellery she can find.

Burnt houses in Khajuri Khas.

Pic Credits: Waziha, Nidan



- Basic household items have been lost as everything got burnt with the house.
- Many of the respondents shared that they were planning marriage next month and their jewellery along with other items also got burnt.

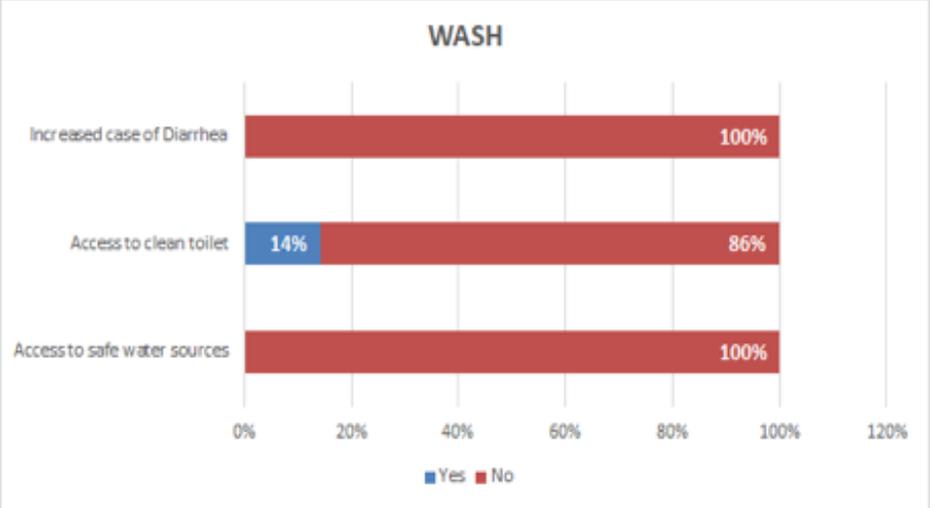


**Recommendation:** Rehabilitation support and program for those who have lost their shelters, shops and other assets is recommended.

**5.3 WATER SANITATION AND HYGIENE (WASH)**

In Delhi, 53.4% HH (Households), living in slum areas have access to improved sources of drinking water. On the other hand, 99.3% of HH living in Non-Slums have improved the source of drinking water.

24% of total HH in slums have improved facilities for toilets and members of one out of six goes in open for defecation. While the HH living on Non-Slums have improved sanitation facilities. Delhi is the city with the highest municipality waste (9,500 tonnes) every



day. Only 1000 tonnes of municipality waste are treated every day while the rest are dumped at landfilling sites. In Slum, the condition of water supply and sanitation is very poor because of many challenges.

**Impact of Conflict:**

The situation right now is still grim and people don't want to talk about the incident because of trauma. But after managing some interaction with affected people few facts came into light which are mentioned below:

- The displacement of a big population occurred with a major number of females, children and elders to unknown places where there is high risk of communicable disease outbreak as maintaining hygiene in such settlement is extremely difficult.
- There will likely be damage/broken water collecting points at household level or community level.
- Sanitation facility was also reported as demolished along with houses.
- The HH level drinking water sources like summer sevil pumps have been mammocked (According to female interaction in Anand Vihar)
- The toilets have been broken and burnt from outside.
- It is also reorted through individual interaction with the affected population that the people who have taken shelters in Mosque, Madarsa, Gurudwaras and some houses do not have proper access to drinking water and toilet facility.



*Pic Credits: Abhishet MYRDO*

### **Some Facts:**

- 2 toilets are being used by around 40 families in Shivpuri camp
- The number of toilets are less than the actual need
- Drinking water tanker reached to the affected slum areas after three days
- The adequate amount of drinking water is not available
- Directly affected areas are suffering more without WASH facility

### **Recommendations:**

#### Suggested Interventions:

- Hygiene kit distribution with menstrual hygiene management provision, Undergarments and drinking water treatment material according to the govt. guidelines is required.
- Rapid cleaning drives in the affected areas
- Access to potable drinking water and sanitation facility. Repair of submersible pumps. Mobile toilets to be set up in nearby camp areas.
- Distribution of blankets and bedsheets for the displaced people.
- Distribution of utensils as people have lost all their personal as well as HH belongings

## 5.4 EDUCATION

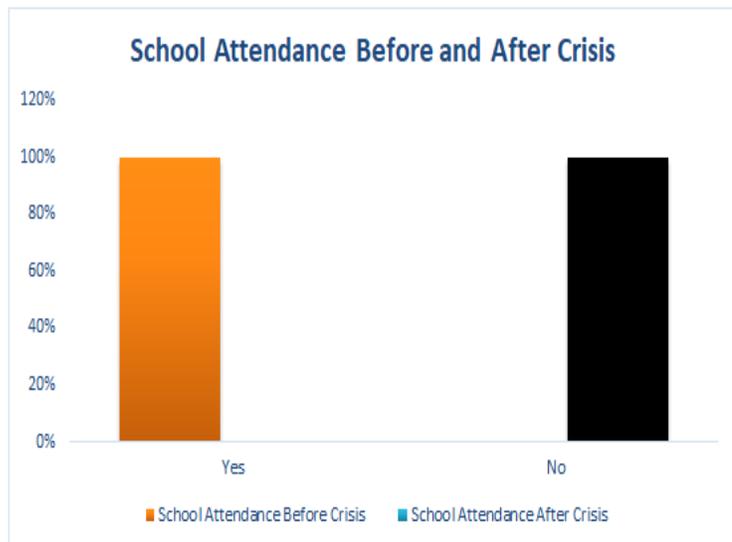
### Key Findings

School education is affected in violence hit districts of Delhi. School children, teachers, administration, infrastructure & material has faced a lot of damages. This loss is not just limited to the loss of school days but the annual examinations were also postponed causing a lot of stress and mental trauma among school going children.

ShivVihar's DPR Convent Public School faced the maximum damage among the four which were targeted during the violence. The Rajdhani Public School, next to DRP, Victoria public and Modern Public school were also damaged in the riots. Rooms on the ground floor were torched, books strewn on the floor and outside, along with shards of glass everywhere. The four schools which have been shut down indefinitely, impacts 3300 students approx.

- Schools were found closed throughout the day in Khajuri and other affected areas like usmanpur, seelampur etc.
- 29 AWC in Khaujri have not been into operation since the violence erupted in the area as per an Anganwadi helper.
- No prominent NGO was seen proving any support for education in emergencies on ground.

Considering the current uneasiness in the region the Delhi government has postponed annual school examinations up to March 7 in violence-hit northeast Delhi. All schools in the riot-affected areas of the capital will remain closed till March 7, the Directorate of Education Examination cell announced on Saturday[i]. Indirectly impacting the lives of approx. 234 schools in North – East Delhi.



Apart from damaging the school's infrastructures, materials these violence have pushed children into a mental trauma and fear. Shavian wanted to pay the fees of the school, her admit card got burned to ashes. She is a class 10<sup>th</sup> student. "I don't know how I will give my exams," she said.

Mohd Ashiq Saifi, also a student of the same school, recalls how he was caught amidst the crossfire. *“I was coming back from school after giving my exam on February 24 when I was hit by a stone. Some people helped me reach safely”*, he recalled his ordeal.

*“There is so much violence around. I can’t study at all. Shaina Saifi”* is a class 10 student too. *“My next exam is Hindi, but I can’t concentrate at all. Everything looks very bleak and uncertain I can’t sleep at night”*, she said, adding that she fears for her life.

### **Recommendations**

- An immediate temporary education center equipped with proper teaching learning material and trained volunteers to orient and provide psyche-social support to the teachers/students’ needs to be established specially for the children having their schools building shuts indefinitely. (Could be established within the vicinity of DPR, Rajdhani and Modern public schools)
- Students have faced losses in terms of learning materials such as text books, stationary, school bags, uniforms hence there is an urgent need to provide education kits to these children.
- Since most of the windows sheets (houses and schools) in affected areas were broken needs to be immediately replaced with the new ones. Preventing any further injury to the children within or beside the premises.
- The pieces of stones and burnt walls were also seen during the visit to affected area which needs to be take care off immediately
- There should be an immediate advocacy with the government department regarding providing support to the repairing/retrofitting of damaged schools buildings.
- Training of teachers and schools administration of affected schools should be undertaken to support them providing psycho-social support to the traumatized children.
- A helpdesk facilitating the re-issuance of Children certificates that they must have lost during the riots/violence must be established.

### **5.5 HEALTH**

***Image Courtesy: Bali Bhai, PHIA Foundation***

During the riots, doctors could not reach the affected areas to provide emergency care since police the communication routes were blocked even ambulances could not move. Several victims and their families had faced a tough time accessing medical care and had to wait for prolonged time. For instance, a 14 year old boy with a bullet injury in Kardam Puri had to wait more than six hours for an ambulance. Many girls and children in relief centres were crying narrating their incidents. They witnessed burning, acid attacks, cylinder burst, beating and verbal abuse.

Children below 6 years were crying as the rooms were very dark and they were not allowed to step outside.

Health practitioners, health workers and other concerned citizens are deeply troubled by the violence that is being reported from different parts of Delhi. In such a situation, access to health care, including emergency medical treatment to treat injuries and to save human lives is critical.

15-16 people were admitted to Lok Nayak Jay Prakash (LNJP) hospital out of which 2 were in ICU and rest in emergency ward.



*Pic Credits: Bali Bhai. PHIA*

### **Key findings**

- 47 human lives has been lost and reported and number of people injured are approx 900 including OPD patients. There are a total of 37 government health facilities in Delhi and nurses and doctors are ready for emergency management of the casualties.
- AI Hind hospital has 9 doctors ready to take care of the victims and almost 50-60 families are living in the relief camp which is being run by the hospital.
- As per the Government sources, special doctors from NIMHANS are being provided for psychological support of the family who lost their lives.
- Victims had several kinds of injuries, including wounds from gunshots; many sustained trauma from jumping from rooftops to escape violence; and many received head injuries.

### **Impact of Violence**

- Violence and riots are directly proportional to an increase in casualties, loss of lives and cause both physical and mental trauma and even permanent disabilities.
- Trauma can have a serious psychological effect on the primary survivor. A person who has undergone oppression directly, or has witnessed violence, mostly holds memory and flashback of it. These intrusive symptoms can affect their overall social perception, mood, personality and interpersonal relations.
- Hospital do not have enough capacity to accommodate patients at such a high number. People in AI Hind hospital have got place to stay and are being provided by food. They have also been seen lying in floors. In such scenarios people are most likely to acquire hospital acquired infection.

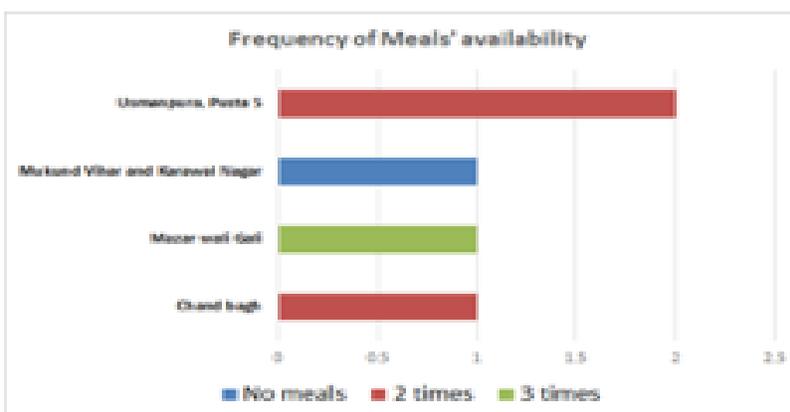
- Children have to sleep on floors and are kept in a crowded room, lacking proper clothing and blankets. They are not immune to cold and flu as children are the most vulnerable group to be affected with infection.
- Lack of manpower for a large mass of people is leading to compromise quality care. Such exposure is more likely to induce anxiety as at times, people may feel helpless and out-of-control about certain situations. Panic attacks are also probable in those already having anxiety issues.

## Recommendations

- Emergency and critical management wards with sufficient nurses and doctors should be ready for giving emergency care to the casualties.
- Measure to control more loss of lives and prevent permanent disabilities.
- 24\*7 hour ambulance services for the victims
- Reduce risk of mental trauma to the first hand witnessed of the violence
- Enough medicines for flu, cold, fever must be made available at the doorstep.
- There must not be any compromise on maternal health care. All pregnant ladies should get fast emergency medical care.
- Psychosocial support to the family and children of the family who lost their lives
- Affected families should be advised to keep in regular touch with those around whom they feel safe and secure, alongside basic relaxation techniques that are helpful in calming oneself.

## 5.6 FOOD AND NUTRITION SECURITY

A large number of families have fled their homes in these areas as many homes were burnt completely. In Usmanpur area, many people are taking meals only twice a day, while the frequency has further reduced in Karawal Nagar and Chand Bagh areas. Many of the respondents taking shelter in the homes of relatives and friends had not received any assistance from Govt. or NGOs, but they had received assistance from community members and relatives.

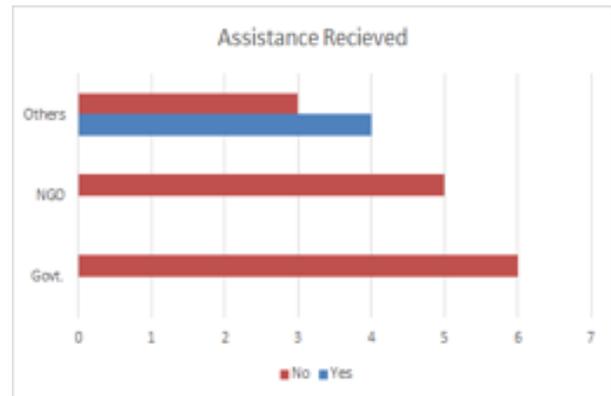


The prices of daily needs items

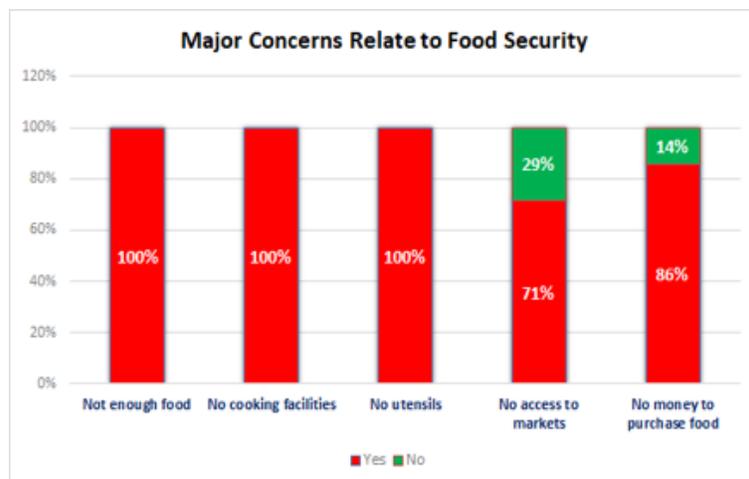
witnessed a sudden rise due to the interrupted supply and non-opening of shops in the affected area due to violence.

## Key Findings

- The government has also established relief judges to oversee the relief measures.
- For relief camps, the Delhi Urban Shelter Improvement Board (DSUIB) collaborated with NGOs like Sadik Masih Medical Social Servant Society, Society for Promotion Of Youth And Masses (SPYM) to provide food. The Centre for Advocacy and Research (CFAR) has announced that they will provide clothes and other amenities.



- The government is providing food and water to the affected population. The affected people are coming to the relief camps for eating food and many are going back to madrassas for safe shelter. However many rain baseras also being used as safe shelters by a few, there is no arrangement for food.
- Food is being distributed by many people in the affected areas like Gurudwaras, some businessman, charity organizations, NGOs in some community places and community halls.
- The shops are slowly being opened, but the prices of essential items have risen in the areas as there is very short supply of vegetables, milk etc.



- Delhi Waqf Board has also set up shelter home and are distributing ration, milk and biscuits to the affected families.
- Langar's and community kitchens have been set up by charity organizations, Gurudwaras and businessman in the affected areas.

- The situation of food security is not very bad as many organizations, Gurudwaras, charities have come up and are providing cooked food as well as ration to the affected families but the issue of nutrition is still there as most of the food constitutes dal- rice or dal-chappati .
- The situation with respect to long term rehabilitation is grim as most of the affected people are daily wagers, rickshaw pullers and from poor families who will be requiring longer support through free rations for a longer duration.

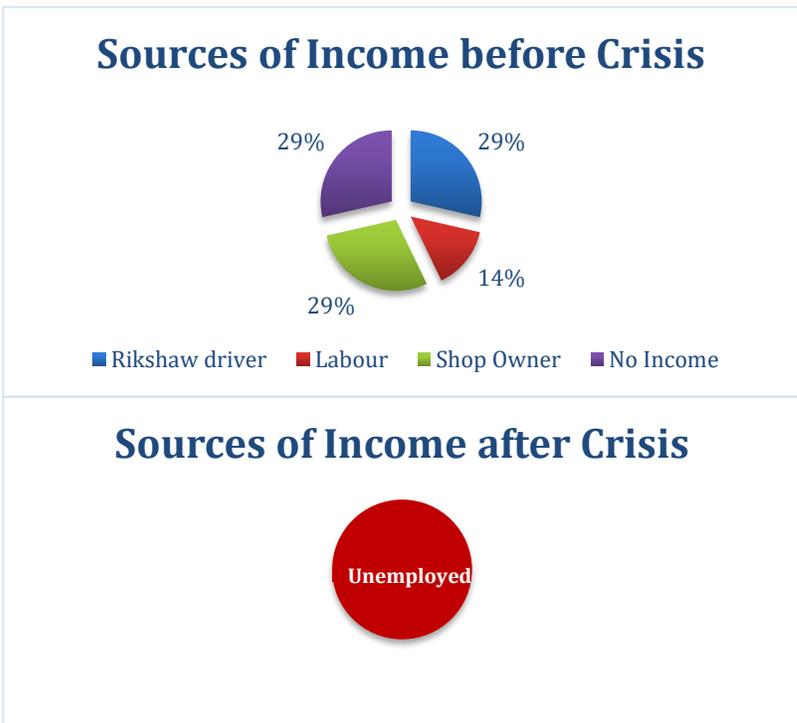
Among the families in dire need of ration, are those whose houses were damaged or burnt down. Rubina, a resident of Maujpur, whose home was damaged, said: *“The adults can survive hunger but children need food. My husband is a daily wage labourer and there is no work at the moment. We got a packet of milk from someone, a banana from another...”*

### LIVELIHOODS

The affected area of North East district is very congested and most of the people are engaged in non-formal occupations. Most of the households are engaged in selling vegetables, rickshaw pulling and e-rickshaw/auto driving, petty business, home based work on contract basis and manual labour.

### Key Findings

- Estimated Affected population: Men:- 60%, Women:- 40%, Children 20%
- Households migrated:- 300-400 in Gokulpuri region
- Tyre market in Gokulpuri region was completely burnt down.
- Vendors’ carts burnt in Khajuri khas, karawal nagar, and Bhajanpura. Home-based workers in Pucci Khajuri, Sri ram nagar not gone out for work.
- Loss of livelihood: - 40%- nature of business: - street vendors, petty businesses, home based workers, Daily wage workers.
- Shops are slowly being opened by those who are not affected.



- Daily wagers worst affected as there has been no income for last 5 days.
- Government has announced relief: - INR 25000 immediate relief.
- 69 claim forms have been filled up at SDM office till Saturday, 29<sup>th</sup> Feb 2020.

### **Recommendations:**

- Capital support for initiating lost business, petty shops etc.
- Establishment of Linkages with banks for interest free loans.
- Detailed livelihoods analysis for recovery

### **7. Acknowledgements**

We acknowledge and give our thanks to humanitarian agencies for their efforts to carry out Joint Rapid Need Assessment and writing report on situation analysis along with recommendation for immediate interventions.

We thank the agencies who participated and contributed in the assessment - EFICOR, Oxfam India, Save the Children India, NCDHR, Doctors for You, Welthunger Hilfe, MRYDO, PHIA Foundation, EFRAH, IHMR College, Karwane Mohabbat, Aman Biradri and Nidan.

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We acknowledge the overall technical support for the entire process by Sphere India Secretariat and its members.

## 8. Annexures

### 8.1. leads and Authors

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5	Save The Children	Mr. Abhishek Trivedi	Education
6	WHH	Mr. Vijay Rai	Food Security and Nutrition
7	Sphere India Secretariat		Shelter

### 8.2. Organisations involved in JRNA process

EFICOR, Oxfam India, Save the Children India, NCDHR, Doctors for You, Welthunger Hilfe, MRYDO, PHIA Foundation, EFRAH, IHMR College, Karwane Mohabbat, Nidan, Sphere India

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13	Satyvir	MRYDO			

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