GOVERNMENT OF NCT OF DELHI
DEPARTMENT OF SOCIAL WELFARE
7th Floor, MSO Building, I.P. Estate, New Delhi – 110002

EXPRESSION OF INTEREST (EOI)

For Empanelment of Voluntary Organizations / Non-Governmental Organizations (VOs/NGOs)
For Implementation of the Central Sector Scheme
SMILE – Support for Marginalized Individuals for Livelihood and Enterprise
Sub-Scheme: Comprehensive Rehabilitation of Individuals Engaged in the Act of Begging for six additional districts and one existing hotspot of Delhi

1. INTRODUCTION

The Department of Social Welfare, Government of National Capital Territory of Delhi (GNCTD), invites Expressions of Interest (EOIs) from eligible, experienced and competent Voluntary Organizations (VOs), Non-Governmental Organizations (NGOs), Trusts, Societies and other eligible not-for-profit organizations for empanelment as Implementing Agencies under the Central Sector Scheme Support for Marginalized Individuals for Livelihood and Enterprise (SMILE), Ministry of Social Justice & Empowerment (MoSJE), Government of India.

The SMILE Beggary Scheme focuses on the comprehensive rehabilitation of individuals engaged in the act of begging through survey, identification, outreach, counseling, rescue, shelter (Swashraya), healthcare, skill development, livelihood support, social protection, linkage with government schemes, and post-rehabilitation follow-up.

The revised SMILE Beggary Scheme has been approved as a full-fledged scheme for the financial period 2026–31. The selected organizations will work as partners of the Department and the concerned District/City-level Implementing Authority to achieve the vision of "Bhiksha Vritti Mukt Bharat" (Begging-Free India) by helping beneficiaries move towards dignity, self-reliance, sustainable livelihood and social reintegration.

This EOI is issued for implementation of the Scheme in seven districts of Delhi as specified below.

2. TARGET AREA

The EOI is invited for implementation of the SMILE Beggary Scheme in the following **six additional districts and one existing hotspot** of the National Capital Territory of Delhi:

1. North-East Delhi	2. North Delhi	3. North-West Delhi	4. Central Delhi
5. East Delhi	6. South Delhi	7. Rohini	

The selected organization may be assigned a full district, part of a district, or specific locations/hotspots within the assigned area, as decided by the Department / concerned Implementing Authority. In addition to known hotspots, the Implementing Agency shall identify other high-prevalence locations such as traffic intersections, railway stations, bus terminals, religious places, tourist areas and marketplaces within the assigned district.

3. MAJOR COMPONENTS OF THE SCHEME

Under the revised SMILE Beggary Scheme, implementation shall cover the following five mutually connected components:

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1. **Survey and Identification** – Systematic survey and profiling of persons engaged in begging using the standardized SMILE survey format / mobile application.
2. **District/City-Level Institutional Setup** – Coordination with the District/City-level Begging-Free Task Force/Society under the leadership of the District Magistrate / Municipal Commissioner.
3. **Mobilization and Rescue** – Humane outreach, counselling and voluntary mobilization of identified persons to Swashraya (Shelter Homes).
4. **Rehabilitation and Shelter** – Operation/support of Swashraya providing food, clothing, healthcare, counselling, documentation and basic services.
5. **Comprehensive Mainstreaming** – Education, skill development, livelihood/employment linkage, social-security and insurance linkage, family reunification (where appropriate), and two-year post-rehabilitation follow-up.

All five components are mandatory. Additional activities may be included according to local requirements, subject to the scheme guidelines and approval of the competent authority.

4. SCOPE OF WORK

The selected NGO shall carry out the activities assigned by the Department / Implementing Authority under the approved SMILE Beggary Scheme guidelines. The broad responsibilities include:

- Conduct survey and identification of persons engaged in begging in the assigned area using the prescribed digital survey system and upload data on the centralized SMILE portal.
- Undertake outreach, spot counselling and voluntary mobilization of beneficiaries to Swashraya (Shelter Homes).
- Operate / support Swashraya providing basic hygiene, nutritious food, clothing, bedding, safe drinking water, counselling, healthcare and psychosocial support.
- Facilitate obtaining of Aadhaar, Voter ID, Ration Card, Bank Account, e-KYC and other identity / benefit documents.
- Provide special protection and support to children in accordance with the Juvenile Justice (Care and Protection of Children) Act, 2015, including family tracing, education linkage and referral to Child Care Institutions where required.
- Link eligible adults with skill-development program (PMKVY, NAPS, Jan Shikshan Sansthan, ITIs, PM-DAKSH, State skill program) and facilitate employment / self-employment / livelihood opportunities.
- Facilitate access to Central and State Government welfare schemes including PMSBY, PMJJBY, Ayushman Bharat PM-JAY, pensions, disability benefits and other applicable schemes.
- Prepare individual rehabilitation plans with special attention to women, children, senior citizens, persons with disabilities, transgender persons, persons with mental health concerns and persons affected by substance dependence.
- Support family tracing and reunification wherever appropriate and feasible.
- Maintain structured post-rehabilitation follow-up for two years to prevent relapse into begging.
- Maintain complete records, submit monthly and quarterly reports, and cooperate fully with monitoring, audit and evaluation by the competent authorities.
- Coordinate with Police, District Administration, Municipal Corporation, Health, Women & Child Development, Child Welfare Committee, skill-development agencies and other stakeholders.

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The expected outcome is sustainable rehabilitation and social reintegration, not merely survey or temporary removal of persons from public places.

5. PERIOD OF STAY / REHABILITATION

The minimum period of stay in the Swashraya (Shelter Home) shall be six months. For elderly persons, persons with psychiatric conditions and persons facing long-term destitution, the rehabilitation period may be extended up to twelve months, based on individual assessment and need.

The rehabilitation period shall be determined by the needs of the beneficiary and the objective of achieving sustainable rehabilitation rather than merely completing a fixed short stay. Construction of new shelter homes shall not be funded under the Scheme. Existing Government facilities are to be utilized; rented accommodation may be considered where suitable existing facilities are unavailable or fully occupied, subject to scheme norms. Each Swashraya should accommodate at least 50 individuals, with appropriate segregation according to gender, age, family status and medical/mental health requirements.

6. ELIGIBILITY CRITERIA

The NGO / organization applying under this EOI must satisfy the following eligibility requirements prescribed under the revised SMILE guidelines:

6.1 Mandatory NGO-DARPAN Registration: The applicant must have a valid NITI Aayog NGO-DARPAN Unique ID. This is a mandatory requirement.

6.2 Relevant Experience: The organization must have adequate staff for the proposed work and at least three years of experience in rehabilitation / operation of Swashraya / implementation of welfare schemes relating to beggary or allied fields. Experience must be supported by appropriate documents.

6.3 Infrastructure: The applicant should have suitable infrastructure for rehabilitation, including adequate shelter-home capacity where shelter services are proposed. Ownership or lease of suitable infrastructure may be demonstrated. Preference shall be given to NGOs having their own well-maintained, structurally sound and adequately spacious buildings suitable for residents and located at easily accessible locations with convenient commuting facilities.

6.4 Organizational Reputation: The organization should have an established and credible record of work. Awards, recognitions or credible media coverage may be considered as evidence.

6.5 NGO/Organization must register under relevant laws (Societies Registration act, Indian Trust Act Etc.)

6.6 No record of blacklisting or debarment by any government or funding agency.

Cost Norms and Fund Release Mechanism – SMILE–Beggary

Category	Particulars	Details
Cost Norms	Reference	Annexure-6 of the revised SMILE–Beggary Guidelines dated 15.07.2026.
	Total Cost Norm	₹55.80 lakh per annum for each district for a 50-bedded Swashraya/Shelter Home.
	Non-Recurring Cost	₹5.00 lakh as one-time expenditure towards furniture, kitchen and safety/security equipment.

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	Recurring Cost	₹50.80 lakh per annum, covering survey/identification, rescue transport, clothing and hygiene kits, food, manpower, counselling, skill training, maintenance, IEC and administrative expenses.
	Rental Support	Up to ₹40,000 per shelter home per month, wherever rented premises are permissible under the Guidelines.
Six Additional Districts – Fund Release Mechanism (FY 2026–27)	Districts Covered	1. North-East Delhi 2. North Delhi 3. North-West Delhi 4. Central Delhi 5. East Delhi 6. South Delhi
	Project Period	FY 2026–27
	Project Duration	One year
	First Installment – 30%	May be released as an advance upon execution of the Agreement/Work Order/MoU with the selected NGO/Implementing Agency.
	Second Installment – 50%	Linked to utilization of the first installment, submission of Utilization Certificate (UC), expenditure statements/bills, progress report, survey and rehabilitation data, and implementation status.
	Third Installment – 20%	Linked to utilization of the second installment, submission of UC, expenditure statements/bills, progress report, rehabilitation-related data and implementation status.
Existing Rohini Hotspot – Fund Release Mechanism	Project Cost	₹34.09 lakh for FY 2026–27.
	Project Duration	One year.
	First Installment – 70%	To be released as per the project-specific fund-release mechanism and applicable conditions.
	Second Installment – 30%	Subject to utilization of the first installment, submission of UC, progress report and relevant rehabilitation-related data, as applicable.
Security / Bank Guarantee	Bank Guarantee	The selected NGO/Implementing Agency shall furnish a Bank Guarantee equivalent to **5%** of the approved project cost before the release of funds, in the prescribed form and with the validity specified by the Department.
	Abandonment/Withdrawal by Agency	If the selected NGO/Implementing Agency withdraws, abandons or discontinues the project during the approved project period after receiving any installment, without approval of the competent authority, the Department shall be entitled to invoke/forfeit the Bank Guarantee and recover the installment(s) already released, in accordance with the Agreement/Work Order/MoU and applicable rules and legal action shall be taken in accordance with the law in case of abandonment/withdrawl by implementing agency.
General Conditions for Fund Release and Utilization	Fund Release Conditions	Funds shall be released to the selected NGO/Implementing Agency strictly in accordance with the applicable installment-wise mechanism, subject to availability of funds, satisfactory progress and fulfillment of prescribed conditions. The entire approved project cost shall not be released in one go.
	Utilization and Accountability	The NGO shall maintain proper expenditure records and submit UCs, bills/vouchers, progress reports, beneficiary and rehabilitation data, and other documents prescribed by the Department.
	Unspent/Unutilized Funds	Unspent/unutilized funds and inadmissible expenditure shall be dealt with in accordance with applicable rules and the terms of the Agreement/Work Order/MoU.
	Termination of Contract	The Competent Authority retain the right to terminate the contract at any time with short notice of 10 days in case of deficient service or sub standard service quality.

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7. APPLICATION PROCESS

Interested eligible organizations shall submit their Expression of Interest along with the following documents (as applicable):

- Registration Certificate and Organizational Profile (Memorandum / Trust Deed / Articles).
- Valid NITI Aayog NGO-DARPAN Unique ID.
- PAN and other applicable statutory documents.
- Details of governing body / management.
- Audited financial statements and Annual Reports (last 3 years).
- Details and proof of relevant experience.
- Details of existing infrastructure / shelter facilities and staff.
- Technical Proposal covering proposed area, number of beneficiaries, implementation strategy for all five components, human-resource plan, monitoring mechanism, timeline and assistance required under SMILE.
- Declaration regarding non-blacklisting / debarment.
- Any awards, recognitions, MoUs, Partnerships or other supporting documents.

The Technical Proposal should clearly demonstrate how the organization will achieve actual rehabilitation outcomes rather than only conducting field visits or collecting survey data.

8. SUBMISSION DEADLINE

All EOIs must be submitted in a sealed envelope clearly marked:

"EOI for SMILE Scheme – Rehabilitation of Individuals Engaged in the Act of Begging in"

The sealed envelope must be submitted within 21 days from the date of publication of this advertisement to:

THE DIRECTOR, DEPARTMENT OF SOCIAL WELFARE, 7TH FLOOR, MSO BUILDING, I.P. ESTATE, NEW DELHI – 110002

For more details, please visit the Department website: socialwelfare.delhi.gov.in

9. IMPORTANT NOTE

The Department reserves the right to accept or reject any or all applications, seek clarification, verify information, inspect proposed infrastructure, select one or more agencies, allocate specific districts/areas, modify allocation according to assessed need, or cancel the EOI process, without assigning any reason. No applicant shall have an automatic right to selection merely because an EOI has been submitted.

The selected organization will be expected to place the dignity, safety, rehabilitation and long-term independence of beneficiaries at the centre of implementation and to work closely with the Government and other stakeholders.

Issued by:
Director
Department of Social Welfare, Govt. of NCT of Delhi
7th Floor, MSO Building, I.P. Estate New Delhi – 110002
Date: _____
EOI Reference No.: _____
Last Date for Submission: _____ (21 days from date of publication)
Website: socialwelfare.delhi.gov.in

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