

The Role of NGOs in Socio-Economic Development of Jharkhand

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Abstract—A rapid growth took place in the 1980s and the early 1990s. With the SHG linkages program introduced in 1989, the NGO sector has been recognized as a crucial partner, recognizing the strengths of the NGOs in organizing the community and the potential in saving and credit programmes (both under the linkage program and other credit delivery innovations. (Laxmi R. Kulshresth et.al - 2002). The concept of NGOs and Social welfare are not new. India has a glorious tradition of Voluntary organizations. In the pre-Independence days, Rabindranath Tagore in his Santiniketan experiments showed how rural development could be brought about by integration of education and culture. Gandhiji in his Wardha experiment showed how village industries could bring about the development of the poorest sections of the people in this country. (Malik-1995) After independence too, there was a lot of talk about the role of NGOs and people's participation when we started our planning process in the early 50s. The British Government in India spent minimum resources on social welfare programmes and so voluntary agencies played an important role in developing programs for the poor, the destitute, women and children.

Keywords: NGO, Development, Government, Poverty alleviation.

1. INTRODUCTION

Voluntary organization is not a new phenomenon in our country. Voluntary effort has always been an important part of our culture and social tradition. The need for organizing people into accredited associations and their involvement and participation in rural development have now been fully recognized. In recent years, they have increased in considerable number, acquired greater importance and significance and put up many new experiments in the field of rural development. Voluntary organization can play a crucial role in rural development by supplementing government efforts as they are close to the minds and hearts of the rural people. They have their roots in the people and can respond to the needs and aspirations of the community very effectively. They can experiment new approaches to rural development. (Dhillon & Hansra -1995) The success of the rural development depends upon the active participation and willing co-operation of the rural people through Self-Help organizations and voluntary agencies. In recent years, the voluntary agencies have acquired greater importance and

significance than before because the administration has not been able to reach the people, especially the poor and weaker sections. They have been able to make their presence felt from the local to the national level and now at the international level also. Many of them have pioneered works in areas, which were ignored by the process of national development planning (Anandharajakumar - 1995).

2. ORIGIN OF NON GOVERNMENTAL ORGANISATION

Non-Government Organizations (NGOs) and Voluntary action have been part of the historical legacy. In early 20th century, several voluntary efforts were started in the fields of education, health etc. The NGOs became prominent after independence, especially after 1970s. Development practitioners, government officials and foreign donors Consider that Non-Governmental organizations by the virtue of being small-scale, flexible, innovative and participator, are more successful in reaching the poor and in poverty alleviating. This consideration has resulted in the rapid growth of NGOs involved in initiating and implementing rural development programmes. According to the estimates of the working groups of NGOs, there are about 30,000 NGOs in India.

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of talk about the role of NGOs and people's participation when we started our planning process in the early 50s. The British Government in India spent minimum resources on social welfare programmes and so voluntary agencies played an important role in developing programmes for the poor, the destitutes, women and children.

2.1 EMPHASIS ON THE ROLE OF NGOS IN FIVE YEARS PLANS

After Independence, India was declared as a welfare state and relevant provisions were included in the Constitution of India. Social welfare was included as part of the Five Year Plans. The major responsibility of organizing social welfare services continued with the voluntary organizations. Hence, even today it is the voluntary organizations that are taking care of welfare activities (Basanta Kumar - 1995). The VII plan documents had anticipated that voluntary efforts would be forthcoming in a massive way for better implementation of anti-poverty and minimum needs programmes (Malik - 1995) Also in the VII plan (1992-97), a greater emphasis has been laid on the role of voluntary organizations in rural development. The plan document states: "A nation-wide network of NGOs will be created. In order to facilitate the working of this network, three schemes relating to the creation/replication/multiplication and consultancy development have been worked out by the planning commission (Malik - 1995).

2.2 PANCHAYAT RAJ INSTITUTIONS AND NGOS

Recently, the revival and strengthening of Panchayati Raj Institutions – consequent upon the Constitution (73rd Amendment) Act, 1992- the NGO's role has become more significant. In order to promote holistic and integrated development with the range of development schemes and programmes, the role of NGOs services and their involvement in the development process will be all the more in demand (Malik - 1995).

2.3 VARIOUS ROLE AND FUNCTIONS OF NGOS

Voluntary action stimulated and promoted by voluntary agencies engaged in development play a significant role at the grass roots level in the Indian social milieu; the success of rural development depends upon the active participation of the people through Self Help Organizations. The various roles of NGOs are described below for better understanding.

- a. Catalyze Rural Population
- b. Build Models and Experiment
- c. Supplement Government Efforts
- d. Organizing Rural Poor
- e. Educate the Rural People
- f. Provide Training
- g. Disseminate Information
- h. Mobilize of Resources
- i. Promote Rural Leadership
- j. Represent the Rural People

- k. Act as Innovators
- l. Ensure People's Participation
- m. Promote Appropriate Technology
- n. Activate the Rural Delivery System

The widespread belief that NGOs are more successful in reaching the poor in poverty reduction also resulted in rapid growth of funding for NGOs by government and external donors. As far as the government funding is concerned, there are over 200 government schemes initiated by the central and state governments through which NGOs can have direct access to resources for rural development (Reddy and Rajasekhar 1996) . Role of NGOs in Social Mobilization In recent times, many Non Governmental organizations have been concentrating social mobilization on contemporary issues of importance such as women empowerment, human rights, and implementation of various central and state government development programmes. The NGOs in India have contributed handsomely towards social mobilization and social activism through their intensive campaigns, people's mobilization programmes and effective networks. The NGO as a social force facilitates collective action and people mobilization for the purpose of achieving the desired objectives. The NGOs are deploying various people-oriented as well as people-centered strategies, and these organizations build rapport with the people and mobilize them. The NGOs play in making the people environmentally aware and sensitive to take part in the development process (Biswambhar Panda et.al -2003) . Role of NGO in Social Mobilization under SHG & SGSY Alleviation of poverty has persistently been on the agenda of the government. Various programmes with contrasting methodologies have been tried, whopping funds expended, yet the poverty yet the poverty seems indomitable. The Yojana (SGSY) is the latest poverty alleviation program integrating six erstwhile rural development programmes, and it has been in operation since 1st April 1999. The very sticking feature of this scheme is that it is quite different from earlier programmes in terms of objective, strategy, methodology and sustainability. Obviating the loose ends of the earlier programmes, the Yojana intends to overcome poverty through generation of self-employment opportunities with a debatable participation, contribution and initiative of the poor themselves. Doing away with the targeted individual-centric beneficiary approach, the group approach is adopted, which is by itself a radical departure. The Yojana attempts to address poverty in all its dimensions through multi-pronged strategy. Thus, this SGSY scheme focuses on Group approach by organizing the poor into self help groups (SHG) through social mobilization process. Against this backdrop of this program, the SGSY's guidelines emphasis on the role of NGOs and their significant participation in mobilizing people and to creating awareness among the people for the successful implementation of the SGSY schemes.

2.4 SOCIAL MOBILIZATION

The Term “Social Mobilization” is operationally defined in this study as “the process in which various approaches and tools used by the NGOs to organize and promoting

2.5 SELF HELP GROUPS IN THE CONTEXT OF SGSY

N.G.O: The term “NGO is operationally defined as “the organizations as a social force that facilitates collective action and people’s mobilization and involved in promoting Self Help Groups under SGSY through various social mobilization processes in the study areas”.

SGSY: The Swarnajayanti Gram Swarozgar Yojana (SGSY) is the latest poverty alleviation programme that has been in operation since 1st April, 1999. SGSY focuses on groups approach by organizing the poor into Self Help Groups (SHGs) through social mobilization. SGSY is aimed at establishment of large number of micro-enterprises and expects to ensure that the group’s members come out of poverty clutches through incremental income of around Rs. 2000/- p.m. within 2-3 years of group’s formation.

Self Help Group: The term “SHGs” is operationally defined and used for the purpose of the present study “Self Help Groups are usually informal groups whose members have a common perception of need and importance towards collective action. These groups promote savings among members and use the pooled resources to meet the emergent needs of their members, including consumption and income generation.

3. OBJECTIVE OF THE STUDY

The major objective of the study is to understand the various processes and methods applied by the concerned NGOs for the purpose of Social Mobilization in the context of SGSY, and its impact in the promotion of SHGs and growth of SGSY, the background of NGOs, and their role in process of Social Mobilization.

The following are the specific objectives of the Study.

1. To study and document the profile and background of the NGOs which are extensively involved in the process of social mobilization and promotion of SGSY.
2. To study the various methods used for Social Mobilization for the promotion of SGSY and SHGs.
3. To Study the various experiences gained and problems faced by the NGOs during the Social Mobilization process in the context of SHGs and SGSY.
4. To Study the various impacts made out of Social Mobilization.
5. To suggest and advocate the successful processes and methods of Social Mobilization for those involved in the promotion of SHGs and implementation of SGSY.

3.1 RESEARCH DESIGN AND METHODOLOGY

The present investigation has adopted exploratory nature. The exploratory design was selected due to the very nature of the issues, respondents, and type of question rose, for generating data. The nature of data obtained for the present study is qualitative in nature. The data/information were collected from 4 NGOs in Ranchi Districts of jharkhand. Two NGOs were selected from each District. The explorative study is used for exploring the various processes, methods and tools used by the NGOs for social mobilization in the context of SGSY.

3.2 SAMPLING SELECTION

The purposive sampling was adopted while identifying the NGOs when the investigator identified the NGOs for the study; the following criteria were kept in mind to avoid causality errors.

1. The NGO which has completed five years in existence
2. The NGO which has more than 1000 Groups
3. The NGO which has active link with DRDA 40

4. E-GOVERNANCE: MAJOR ISSUES IN INDIA

Countries like India people are poor and infrastructures are not up to the mark. Under such condition it becomes very difficult to provide government services to the people. There are number of reasons for that-

4.1 POVERTY

Internet access is too expensive for the poor in developing countries like India. Installing the necessary telephone lines needed for internet or email access is equally unaffordable in most poor countries. In India, each telephone connection may cost as much as Rs30,000 in urban areas and Rs70,000–80,000 in villages, which is unaffordable by most low income families. It is also very expensive to gain internet access in India: it may cost about Rs25 per hour in cities and Rs150–1200 per hour in rural areas.

4.2 TECHNICAL ILLITERACY

There is general lack of technical literacy as well as literacy in countries like India, the correlation between education level and use of electronic means or Internet and other ICT means are quite significant.

4.3 LANGUAGE DOMINANCE

The dominance of English on the internet constrains the access of non-English-speaking population. It is found that of all the web pages in the world, about 84 percent are in English followed by 4.5 percent in German, 3.1 percent in Japanese, 1.8 percent in French, 1.2 percent in Spanish, 1.1 percent in Swedish, 1 percent in Italian and less than 1 percent in all other languages. In the case of India, 95 percent of the population does not speak English. Due to such overwhelming

dominance of English over these communication channels, computers and the internet are quite useless in Indian villages, and the use of local languages does little to alleviate the problem due to the poor literacy level mentioned earlier.

4.4 UNAWARENESS

There is general lack of awareness regarding benefits of e-governance as well as the process involved in implementing successful G-C, G-G and G-B projects. The administrative structure is not geared for maintaining, storing and retrieving the governance information electronically.

4.5 LACK OF PARTICIPATIONS OF SOCIETY, PUBLIC AND PRIVATE SECTORS

Designing of any application requires a very close interaction between the govt. department and the agency developing the solutions. At present the users in govt. departments do not contribute enough to design the solution architecture. Consequently the solution developed and implemented does not meet the requirements of an e-governance project and hence does not get implemented.

4.6 INEQUALITY

Inequality in gaining access to public sector services between various sections of citizens, especially between urban and rural communities, between the educated and illiterate, and between the rich and poor.

4.7 INFRASTRUCTURE

Lack of necessary infrastructure like electricity, internet, technology and ways of communications will affect the speed which delays the implementation.

4.8 IMPEDIMENTS FOR THE RE-ENGINEERING PROCESS

Implementation of e-governance projects requires lots of restructuring in administrative processes, redefining of administrative procedures and formats which finds the resistance in almost all the departments at all the levels.

4.9 OPERATIONAL RELUCTANCE

The psychology of government servants is quite different from that of private sectors. Traditionally the government servants have derived their sustenance from the fact that they are important repositories of government data. Thus any effort to implement Documents Management and workflow technologies or bringing out the change in the system is met with resistance from the government servants.

5. E-GOVERNANCE: ACCEPTABILITY IN INDIA

E-Governance is a way to solve the social as well as economical problems exist in the developing countries like India. Deepak Ghaisas, former Chairman NASSCOM Product Forum and CEO India Operations estimate “23 percent of

government spending goes on defense, while 46 percent of it on governance. If a small fraction is spent on technology, namely to streamline the processes. It will really boost the domestic tech industry.” According to WEF Global Information Technology Report, India ranks 24th out of 134 countries with 5.38 score in accessing and overall priority of ICT. Therefore there is tremendous potential for e-Governance to provide exponentially benefit to their citizens and maximize return on government investment. Which represents the growth of e-Governance in India is quite encouraging.

5.1 GOVERNMENT INITIATIVES

The policy-makers in India tend to justify the adoption and expansion of e-governance on the grounds that it costs less, reduces waste, promotes transparency, eliminates corruption, generates possibilities to resolve rural poverty and inequality, and guarantees a better future for citizens in other words government tends to portray e-governance as the panacea for all ranges of problems confronting India, therefore Indian Government has set the target of delivering at least 25 percent of its dealings and services electronically. To achieve the target Indian Government has decided to boost computer density by making computers easily affordable; to increase connectivity by improving the telecommunication based on optical fiber networks.

Indian government has taken major initiatives to setup institutions for making policy, control and account deployment of e-Governance which will provide effective and efficient services.

- One of the most important initiatives undertaken by the central government is the Information Technology Act (2000), which is to regulate cyberspace and define offences and penalties related to information technology (IT) such as tampering with computer source documents, breach of confidentiality and privacy, publication of false digital signatures and so on.
- Freedom of Information Bill that requires all public authorities to maintain information and records, and appoint Public Information Officers to assist citizens in gaining access to such information.
- Ministry of Information Technology (MIT) plays a crucial role in facilitating e-governance by reinforcing knowledge based enterprises, encouraging coordination among users, adopting procedures based on international standards, promoting the internet and introducing it education.
- The Government has also decided to establish a National Institute of Smart Government in order to enhance capacity-building in e-Governance at all administrative levels.
- Centre for Electronic Governance to promote IT and e-governance in the country which is to identify the appropriate forms of ICT necessary for better service

delivery, to conduct training for generating it awareness among government officials and to help state governments in implementing policies and reforms based on best e-governance practices.

- NeGP National e-Governance Projects (NeGP) make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man. Indian Government has committed around 23 Crores for overall development for five year plan in 2006. In addition, various ministries and departments organizes summit, other mechanism to raise awareness programs to make varieties of information available to citizens through electronic links.

5.2 STATUS OF E-GOVERNANCE IN INDIA

E-Governance will able to provide the government services to the common man in a very cost effective manner. Following are few successful stories of e-governance in India:

Bhoomi – Automation of Land Records (State Government of Karnataka)

It provides computerized Record of Rights Tenancy & Crops (RTC) - needed by farmer to obtain bank loans, settle land disputes etc. It has also ensured increased transparency and reliability, significant reduction in corruption, exploitation and oppression of farmers. This project has benefited 20 million rural land records covering 6.7 million farmers. Key Characteristics: Bhoomi facilitates computerization of entire 20 million records of land ownership of 6.7 million farmers.

- It is uniquely designed for Karnataka State.
- Regional language dominance i.e Kannada.
- Generally target all citizens of the state.
- 177 taluks and 203 kiosks are developed for supporting the Bhoomi project.

Benefits

Kiosks (Bhoomi Center) provide RTC online at a very nominal cost of Rs. 15/- only. Efficiency for getting records of right is very high; it will just take only 5 to 30 min. whereas old system will take around 3 to 30 days. Mutation will takes place within 35 days whereas in old manual system it will take minimum of 200 days. Land record distribution is very high (Nearly 14 million records). Number of mutation per year is 1.6 million which is very high in comparison to old system. Acceptability Reason: Easy & Fast access of land records, High efficiency of record of right, fast mutation, Bhoomi provides high reliability of records, regional language dominance which will allow citizens to participate and access information with a very nominal cost.

CARD - Registration Project (State Government of Andhra Pradesh) Computer-

Aided Administration of Registration Department (CARD) impacting 10 million citizens over a period of 3 years. It has completed registration of 2.8 million titles with title searches made in 1.4 million cases. The system ensures transparency in valuation of property and efficient document management system. The estimated saving of 70 million man-hours of citizen time valued at US\$ 35 mil (investment in CARD - US\$ 6million). Similar initiatives in other states like SARITA (State Government of Maharashtra) STAR (State Government of Tamil Nadu), etc. have further built upon this initiative. CARD was one of the ten finalists in the International Innovation awards program instituted by the Commonwealth Association for Public Administration and Management.

Key Characteristics

The CARD project aimed at the complete computerization of the land registration process in AP. National Registration Act of 1908 did not make provision for the use of computers for registration purposes but Government of Andhra Pradesh amended the rule and allowing for the use of electronic devices for the land registration process. Benefits: Within short span of three years, nearly 90% of registration transactions performed electronically in Andhra Pradesh. Acceptability Reason: CARD Project changes the process of registration of legal documents at 214 offices in the State of Andhra Pradesh. The CARD project was well accepted by the citizens because of its quality and turnaround time for the registration process.

Gyandoot

Intranet in Tribal District of Dhar (State Government of Madhya Pradesh) This project offers e-governance services including online registration of applications, rural e-mail facility, village auction site etc. It also provides services such as Information on Mandi (farm products market) rates, On-line public grievance redressal, caste & income certificates and Rural Market (Gaon ka Bazaar). It was winner of Stockholm challenge IT Award 2000. Key Characteristics: It provides number of information and solutions for the citizens.

- It will provide information about cost of produced crops, local and other auction centers at a fee of Rs. 5/-only. * Provides information about land records to be given on the spot at a fee of Rs. 15/-.
- Provides application for domicile, income, caste can be sent through e-mail at a cost of Rs. 10/-.
- Grievance for poor quality seeds/ fertilizers/drinking water/functioning or nonfunctioning of schools or panchayats, village committee etc can be logged at a cost of Rs.10/-.

- Auction facility for land, Machinery or any durable commodity at a fee of Rs.25/- for 3 months.
- Provides data regarding the families below poverty line. Benefits: Farmers will be facilitated by the Gyandoot by providing the appropriate price for their crop which minimizes the role of mediators, fast and easy access of various types of forms, land records etc. Villagers can participate in the decision making of various functioning bodies for their welfare by effective grievance redressal.

Acceptability Reason

Citizens can access number of facilities and information on one stop shop at a very nominal cost by using e-Governance.

Vahan & Sarathi

Vehicle registration, permit driving license project (State Government of Tamil Nadu) The software developed by National Informatics Centre (NIC) for use at Regional Transport Offices is a workflow system to carry out the activities using Computers. Vahan is for processing all transactions related to Vehicles and Sarathi is for processing Driving License and related activities. Vahan can be used to issue Registration Certificate, Fitness certificate and Permits. Sarathi can be used to issue a Learner's License, Permanent Driving License and Conductor License to the applicant. The system was implemented on pilot basis in RTO Chennai (North). The system was then approved for implementation in all RTOs in Tamil Nadu. Vahan & Sarathi Systems have been implemented in 71 offices.

Key Characteristics

There are number of services offered by the Vahan Project:-

- Registration of Vehicle. *Issue & Modification and Hypothecation in RC.
- Transfer/Surrender/Cancellation of RC.
- Issue, modification or cancellation of Permit.
- Issue of NOC Services provided by Sarathi Project are:-
- Issue and modification of Learner's License.
- Issue and modification of Driving License.
- Issue and modification of Conductor's License.

Benefits

Online availability of complete vehicle information. Monitors selling and purchasing of vehicle, Transfer of vehicle, address modification etc becomes very fast and easy.

Acceptability Reason

Collection of fee and taxes of registration, license, and permit are fast and efficient also minimizes corruption by the use of e-Governance.

These are few successful e-Governance projects in India and their characteristics which show the development of e-Governance is significant.

6. CONCLUSION

In spite of poor infrastructure, poverty, illiteracy, language dominance and all the other reasons India has number of award winning e-governance projects. Effective promotion schemes by the Indian government will also a boosting factor to provide quality services to their citizens, which means there is huge potential for the development of e-governance in various sectors. According to Skoch consultancy New Delhi, 81% citizens report reduction in corruption, 95% find cost of e-governance affordable and 78% favors fast of delivery of services. Therefore we can say that e-Governance is the key to the "Good Governance" for the developing countries like India to minimize corruption, provides efficient and effective or quality services to their citizens.

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