



JOKTA Academy

IAS/HAS

AWSM

Answer Writing & Syllabus Mastery



GOVERNANCE & CIVIL SOCIETY

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SYLLABUS: ANALYSIS AND PREVIOUS YEAR PAPERS**1. Institutional framework, Policies and Interventions for development in various sectors in India.**

1. What do you know about the 'Ayushman Bharat Yojana'? (2017, 4 Marks)
2. Right to Information Act, 2005 has proved to be a catalyst in transforming governance. Comment. (2017, 8 Marks)
3. Since 1990 theoretically Indian policy has been that it is moving in the direction of political decentralization and economic centralization. Analyse its impact on the working of Indian Policy. (2017, 20 Marks)
4. Examine how the policies of Globalization and Industrialization have impacted the Indian economy. (2018, 8Marks)
5. Discuss the Government policies and interventions for development in various sectors especially health and education in India. (2018, 8Marks)
6. "Public Sector does not enjoy 'Commanding Heights' any longer in Indian Economy". Elaborate this statement. (2018, 8Marks)
7. Since 1990, paradox of Indian polity has been that it is moving in the direction of political decentralization and economic centralization. Comment. (2018, 20 Marks)
8. National security is of paramount importance for any nation. Discuss about the organizational structure of National Security Council (NSC) in India. (2019, 4 Marks)
9. "Privatization is not a panacea for managing the mismanaged public sector enterprises." Elaborate. (2019, 8 Marks)
10. "The Policy of Globalization and Liberalization has led to faster growth of Indian Economy after 1991." Comment. (2019, 8 Marks)
11. Energy is the most vital factor to development of economy of any nation. India has made substantial progress in harnessing the renewable energy resources in past few years. However, still there are problems to be surmounted. With this in view, examine the major challenges to India's energy security policy. (2019, 8 Marks)
12. Describe the electoral reforms required for the smooth functioning of India democracy. (2019, 20 Marks)
13. What do you understand by 'Startup India Scheme'? What benefits are available under this scheme? (2021, 4 Marks)
14. Evaluate the implementation of the MGNREGA Act, 2005 in India. (2021, 8 Marks)
15. What do you understand by AMRUT 2.0 Yojna? (2022, 4 Marks)
16. Explain Swarnajayanti Gram Swarozgar Yojna (SGSY) as a precursor to Deen Dayal Antyodaya Yojana (DAY). (2022, 8 Marks)
17. Explain about India's energy security policy. (2022, 8Marks)
18. In the post Globalization era, economic centralization and political de-centralization have created paradox in the working of Indian polity. Comment. (2022, 20 Marks)

2. Governance, Good governance, Citizen Charters, effective public service delivery, transparency, accountability and ethics in governance in India.

1. What do you mean by 'Good Governance'? Explain its essential elements. (2017, 8 Marks)
2. What do you understand by e-Governance? (2018, 4 marks)
3. How do you define Good Governance? (2018, 4 marks)
4. What do you mean by Citizen Charter? (2020, 4 Marks)
5. Explain the role of Civil Society in governance. (2020, 4 Marks)
6. What do you mean by Good Governance? Discuss its characteristics. (2020, 8 Marks)
7. Define Good Governance and discuss its salient features. (2022, 8 Marks)

3. District Administration: Changing role of Deputy Commissioner.

1. Discuss the developmental role of the Deputy Commissioner in India. How far this has affected his traditional role? (2017, 8Marks)
2. Discuss the role of Deputy Commissioner as District Magistrate. (2021, 4 Marks)
3. Development role of the Deputy Commissioner became a focal point of study after the initiation of development planning in India. Explain. (2022, 20 Marks)

4. Local self-government in urban and rural areas in India.

1. Explain the role of Gram Sabha in the Panchayati Raj System in India. (2017, 4 Marks)
2. Autonomy of local self-governing institutions is still a distant dream in India. Explain. (2017, 8Marks)
3. Discuss major causes of failure of Panchayati Raj in India. (2018, 4 Marks)
4. Discuss the essential characteristics of Local Government. (2019, 4 Marks)
5. Municipal Governance in India is facing serious challenges post 74th Constitutional Amendment. Examine. (2019, 8 Marks)
6. The 73rd Constitutional Amendment has resulted in genuine devolution of powers and resources to the Panchayati Raj Institutions (PRIs) in India. Discuss. (2019, 8 Marks)
7. Discuss the composition and functions of Central Council of Local Government. (2020, 4 Marks)
8. Give your arguments for and against the 'prescribed minimum educational qualification for representatives of Panchayati Raj Institutions.' (2020, 8 Marks)
9. The 73rd Constitutional Amendment Act, 1992 has been implemented in true letter and spirit in the State of Himachal Pradesh. Comment.
10. What are the main hindrances in the way of smooth functioning of Rural Local Self-Governing bodies in India ? Elucidate. (2021, 4 Marks)

11. Role of Non-Government Organizations (NGOs), Self Help Groups (SHGs) and Civil Society in Governance in India.

1. What are the limitations of Non-Governmental Organizations (NGOs)? (2016, 4Marks)
2. Do you agree with the view that Self Help Group (SHGs) are more devoted to the task of reducing the sufferings of the poor than the government agencies? (2016, 8Marks)
3. Examine the role of civil Society in promoting people-centric governance? (2016, 8Marks)
4. What are Self Help Groups? (2019, 4Marks)
5. Critically evaluate the role of Non-Governmental Organizations in India. (2020, 8 Marks)
6. What do you mean by NGOs ? Discuss their role in the governance of India. (2021, 8 Marks)
7. What is the concept of Self-Help Groups ? Discuss its role in the socio-economic development of rural India. (2021, 8 Marks)
8. Describe about major business pressure groups in India. (2022, 4 Marks)

9. Bodies constituted, Policies, Programmes and Schemes for welfare of Scheduled Castes, Scheduled Tribes, Women, Minorities, Backward classes, Differently-abled persons, and children in India.

1. What is Parivarik Mahila Lok Adalat (PMLA)? (2016, 4Marks)
2. What are the legal rights of the Senior Citizens under the senior Citizens Act, 2007? (2016, 4Marks)
3. In the light of the latest decision of the Supreme Court, discuss the status of 'Reservation in Promotion' for Schedule Caste people. (2017, 4Marks)
4. Discuss various welfare schemes for women in India. (2019, 4 Marks)
5. Describe the role of 'Central Social Welfare Board' for the welfare of women (2020, 8 Marks)
6. Discuss the efforts made by the government of India for the welfare of Scheduled Castes and Scheduled Tribes. (2021, 8 Marks)
7. Discuss the composition, powers, functions and role of the National Commission for Women in India. (2022, 8 Marks)

8. Issues relating to quality of life: livelihood, poverty, hunger, disease and social inclusiveness.

1. 'India has failed to address the issues of poverty and hunger due to ineffective implementation of governmental policies by successive governments.' Discuss. (2018, 8Marks)

QUESTION BANK

1. What do you understand by the concept of good governance and ethical governance?
2. Enumerate the steps taken to promote transparency in Governance in India.
3. What are the principles of a good Citizens' Charter?
4. Civil Services in India require much needed reforms for better public service delivery. Discuss
5. Deputy Commissioner is a lynchpin in the structure of district administration. Explain.
6. Social audit can play a critical role in effective implementation of social sector programmes in India. Analyse.
7. Discuss the strengths and limitations of Social audit as a tool for bringing transparency and accountability in public services.
8. What do you understand by Citizens Charter Scheme? While discussing reasons for failure of these charters in India suggest reforms required to make them effective tools for bringing accountability in public service.
9. Briefly discuss the structure and powers of the Lokpal institution. While discussing its limitations suggest measures that are needed to make it a potent weapon to fight against corruption in India.
10. Mission Karmayogi is aimed at building a future-ready civil service with the right attitude, skills and knowledge, aligned to the vision of New India. Discuss.
11. Identifying the broad contours of the 'Transformation of Aspirational Districts' programme, explain how it adopts a novel strategy to address backwardness.
12. Highlight the challenges faced by local self-government institutions in terms of their functionality.
13. Explain the significance of local bodies in strengthening the democratic spirit in India.
14. Explain how e-governance can facilitate economic inclusiveness and bring social transformation in India.
15. Discuss the key challenges that hinder the efficient functioning of the Urban Local Governments and the corresponding measures that can be taken.
16. Analyse the Problems that have restricted the success of PRI in India. How far has the 73rd CA Act been successful in countering these problems?
17. Explain the role of Panchayat Raj in changing the traditional power structure in Rural India.
18. Examine the challenges associated with the implementation of the Panchayats (Extension the Scheduled Areas) Act, 1996 and suggest measures to ensure its right implementation.
19. Give an account of the institutional mechanisms available to ensure the accountability of civil servants in India. Also, discuss the challenges in ensuring such accountability.
20. Easy and simple laws is a prerequisite of good governance. Discuss the presence of ambiguity in laws affect the effectiveness of governance and suggest some steps that can be taken to reduce this ambiguity.
21. Analyse the idea of lateral entry into the civil services in India.
22. Critically analyse the role of pressure groups in Indian political process.
23. What are pressure groups? Evaluate their role in public policy formulation with special reference to farmer organisations and trade unions.
24. Explain the role of Civil Society in governance.
25. Discuss the role played by Non-Government Organizations (NGOs) in Governance in India.
26. Discuss the role played by NGOs in India and challenges being faced by them. Also suggest probable measures that need to be taken to enable their better functioning.
27. Discuss the role played by Self Help Groups (SHGs) for women empowerment in India.
28. Explain the role played by SHGs in poverty alleviation in India. Highlight the shortcomings of the SHG-Bank Linkage programme. Give some suggestions to improve its performance.
29. Write a short note on National Rural Livelihood Mission (NRLM).
30. Critically discuss the issues related with the concept of poverty line in India.
31. Discuss the reasons for continuation of vicious cycle of poverty in India despite running multiple poverty alleviation programs since independence.
32. Briefly discuss the mandate of the National Commission for Minorities (NCM). Identify the different challenges that the commission faces and suggest measures to address them.

33. List out the schemes for welfare of Scheduled Tribes (STs) in India.
34. Explain the structure and functions of National Commission for Backward Classes.
35. Given the socioeconomic status of backward castes in India, caste-based census is the need of the hour. Do you agree?
36. Despite the consistent experience of high growth, India is home to half of the wasted children globally. In this context critically discuss the factors for abysmal nutrition and food security in India.
37. There is a strong correlation between poverty and human development. Discuss. How do poverty alleviation measures address the problem of stifled human development?
38. What are the causes and impacts of prevalence of Child Labour in India? Discuss the steps taken by government for eradication of child labour.
39. Identify the barriers face by Persons with Disabilities (PwDs) in India. What measures have been taken by the government in this context?
40. What are the challenges faced by the transgender community in India? Enumerate the various steps taken to address these challenges.
41. Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) has been a crucial step towards employment generation and thus rural poverty alleviation. In this context state the achievements and limitations of the MGNREGA Scheme in India.
42. What are the major features of the National Education Policy 2020 in India? Discuss How It Aims at Transforming the Vision for Education in India.

GOOD GOVERNANCE

Governance is how decisions are made and enforced in a group or society, involving laws, norms, power, and communication.

- Whereas, Good Governance is defined as the optimal utilisation of the resources of a nation by its government so that the benefits arise from the resources reach every section of the society equally.

The Characteristics of the Good Governance are:

- **Participation** - An opportunity for everyone to voice their opinions through institutions or representations.
- **Rule of law** - To implement good governance, the legal framework in the country must be enforced impartially, especially concerning human rights law.
- **Transparency** - It means the power-holding institutions must require to provide information, related to policy-making to the public.
- **Responsiveness** - Good governance needs institutions and processes to attempt to serve all stakeholders within a reasonable time.
- **Consensus-oriented** - This fifth principle is related to the decision-making process. When the decision-making process cannot accommodate everyone's wishes, then at a minimum, the decision must be a decision that can be accepted by everyone and does not harm anyone.
- **Equity and inclusiveness** - Good governance ensures that everyone has the same opportunity to maintain and improve their welfare.
- **Effectiveness and efficiency** - Every decision-making process and its institutions must be able to produce decisions that meet every community's needs.
 - ❖ Community resources must also be utilised optimally by the government.
- **Accountability** - Every institution engaged in good governance should be held accountable to the public for their actions and policies.

Significance of Good Governance:

- **Enhanced Accountability** - Good governance promotes transparency, which ensures responsible public servants and government.
- **Efficient Resource Allocation**: It helps in the efficient allocation of resources, both human and financial, and promotes equality.
- **Rule of Law** - Good governance upholds the rule of law, which is essential for maintaining order and justice in society.
 - ❖ It ensures that laws are enacted and enforced fairly and consistently.
- **Protection of Human Rights** - It ensures the protection of individuals' fundamental rights and freedoms, creating a conducive atmosphere in which people can lead their lives freely and express themselves without the worry of facing discrimination or persecution.
- **Economic Development** - Good governance fosters an environment conducive to economic growth and development. It attracts investments, promotes entrepreneurship, and creates jobs, ultimately leading to higher living standards.
- **Political Stability**: Countries with good governance are more likely to experience political stability, reducing the risk of conflicts and civil unrest.
- **Environmental Sustainability**: Environmental governance, a component of good governance, tackles environmental concerns crucial for sustainable resource management and safeguarding the environment for future generations.
- **Trust and Legitimacy** - Good governance builds trust in government institutions and enhances their legitimacy in the eyes of the public. Citizens are more likely to participate in civic activities when they have confidence in their government.

- **Reduced Corruption** - Transparent and accountable governance systems are less susceptible to corrupt practices, which can drain resources and erode public trust.

Challenges to the Good Governance:

- **Centralization Challenge** - Excessive central control leads to policies disconnected from citizens' needs, resulting in a gap between required services and what's provided.
 - ❖ E.g., Centrally Sponsored Schemes dictate Centers' agenda and priorities which may not be relevant for states and also increase the financial burden on states.
- **Capacity Building Deficiency** - Inadequate training for personnel hampers law implementation, causing policies and laws to suffer from poor execution.
- **Citizen Awareness Gap** - Limited understanding of duties and rights among citizens hinders good governance, creating obstacles in complying with laws.
- **Civil Servants' Attitude Concern** - The inflexible and self-perpetuating nature of civil services is a worry, as it makes officers insensitive and fosters an authority-cantered culture.
 - ❖ E.g., IAS officers Rinku Dugga and Sanjiv Khirwar, the couple ordered the evacuation of Delhi's Thyagraj Stadium so that their dog could take a walk
- **Criminalisation of Politics** - This is a major challenge for good governance as a law-breaking person involved in the law-making process.
 - ❖ E.g., according to the Association for Democratic Reforms (ADR), after the 2019 Lok Sabha elections, 43% of the newly-elected MPs had pending criminal cases against them.
- **Corruption** - Corruption has deeply infiltrated the executive system, resulting in inefficiency and ineffectiveness in governance.
 - ❖ E.g., India ranked 85th, out of 180 countries, in the Corruption Perception Index released by Transparency International.
- **Lack of Accountability** - Government officials and bureaucrats remain unaccountable to the general public due to inadequate supervision of the executive's actions and a lack of transparency in policy development and execution.

Way Forward to Ensure Good Governance:

- **Decartelised Planning** - Promote active involvement of local communities in shaping policies and development initiatives to prioritize citizen-centred progress.
 - ❖ E.g., Rashtriya Gram Swaraj Abhiyan (RGSA) extended up to 2026, aims to address critical gaps hindering Panchayat success by enhancing capacity, and effectiveness, and promoting devolution of powers and responsibilities.
- **Capacity Building** - Provide executives with sufficient training and guidance to ensure proper and efficient implementation of the various policies and welfare initiatives.
 - ❖ E.g., an online learning platform, iGOT-Karmayogi, has been developed as an integral part of the Digital India stack for capacity building of all government employees
- **Awareness Generation** - Utilize a range of programs and frameworks to foster awareness among citizens about their rights and responsibilities, with a particular focus on empowering marginalized segments of society.
- **Behavioural Change Program** - Launch reform initiatives and enforce a robust code of conduct for civil servants to change the colonial attitude of civil servants and promote empathy toward citizens.
 - ❖ E.g., Mission Karmayogi.
- **Prevent Criminalisation of Politics** - Adopt a strict and zero-tolerant policy against the corruption and entry of criminals in law-making processes.

- ❖ E.g., more power to the Election Commission of India, providing legal backing to the Model Code of Conduct, amendment in RPA 1951 to debar the person with a criminal record to contest the election, etc.
- **Use of Technology** – Use new technologies to provide various services, which curb corruption practices and also enhance transparency and accountability.
- ❖ E.g., Faceless Assessment Scheme, SAMARTH campaign to promote digital transactions at Gram Panchayat Level, etc.

Difference Between Good Governance and Inclusive Governance:

Aspects	Good Governance	Inclusive Governance
Definition	Effective and responsible management of resources and affairs to promote the well-being of citizens or members.	Emphasizes meaningful and equitable participation of all segments of society, including marginalized groups.
Focus	Quality of governance, efficiency, transparency, accountability, rule of law.	Representation and participation of a wide range of stakeholders in decision-making.
Principles	Transparency, accountability, responsiveness, efficiency, and rule of law.	Inclusivity, diversity, participation, representation.
Outcomes	Economic growth, stability, and effective public service delivery.	Social cohesion, reduced inequality, social justice.
Examples	Mission Karmayogi, Faceless Assessment Scheme, Direct Benefit Transfer, etc.	Reservation for SCs, STs, Women in PRIs, ULBs and legislative assemblies, empowerment of Gram Sabhas of scheduled areas by PESA act, participation of Communities in development programs, etc.

Efforts to promote good governance should be ongoing and responsive to the evolving needs of society. By prioritizing good governance, nations can create a more just, prosperous, and sustainable future for all their citizens, fostering an environment where individuals can thrive, businesses can flourish, and communities can prosper.

ACCOUNTABILITY AND TRANSPARENCY
Transparency

- Transparency in public services involves government agencies being open and accountable, and sharing information about their activities and decisions with the public to foster trust and understanding.

Accountability

- Accountability in public services means that government agencies and officials are responsible for their actions and decisions.
- They are answerable to the public and oversight bodies, ensuring transparency and ethical conduct in delivering public services.

Relationship between Transparency and Accountability:

Transparency and accountability are interconnected principles that go hand in hand:

- **Mutual Reinforcement** - Transparency supports accountability by providing the information needed for scrutiny and evaluation of actions and decisions of the public servants.
- **Consequence Mechanism** - Accountability enforces responsible behaviour by ensuring that individuals or entities are held answerable for their actions, which in turn promotes transparency as it discourages hidden or unethical conduct.

- **Trust and Confidence** - Transparency builds trust through openness, while accountability strengthens that trust.
- **Effective Governance** - Together, transparency and accountability are fundamental for effective governance, as they foster responsible decision-making, ethical conduct, and the efficient allocation of resources, ultimately benefiting society as a whole.

Significance of the Accountability and Transparency:

- **Generate Trust** – Transparency in governance and accessible government policy information fosters trust in citizens towards public institutions.
- **Ensure Equality** – Accountability and transparency ensure efficient resource utilization and equitable service distribution across society.
- **Curb Corruption** – Transparent and accountable governance is a key deterrent to corruption.
- **Democratic Participation** - They encourage citizen engagement and participation in the decision-making process.
- **Improvement and Innovation** - They stimulate improvements and innovations in governance processes as accountability reveals areas in need of reform.
- **Citizen Empowerment** – Accountability and transparency empower citizens to engage in government, hold it accountable, and influence decisions that affect their lives.

Various initiatives started by the Government to Ensure Transparency and Accountability:

- **Right to Information Act of 2005** - This law empowers Indian citizens to seek any accessible information from a Public Authority and makes the Government and its functionaries more accountable and responsible.
 - ❖ E.g., between July 1, 2022, and June 30, 2023, 29 Information commissions disposed of more than 2.14 lakh cases registered.
- **Lokpal and Lokayuktas Act of 2013** - It provides an effective way to counter corruption at all levels of government and brings transparency and accountability to the system.
 - ❖ E.g., 8,703 complaints that it received between 2019 and 2023 by Lokpal, it disposed of 5,900 complaints.
- **Social Audits** – Social audit in India, initiated with the MGNREGA Act in 2005, aims to enhance transparency, accountability, and citizen engagement in social welfare program governance and execution.
 - ❖ In the FY 2022-23, out of 2,70,325 Gram Panchayats (GPs), 2,06,114 GPs have been planned for Social Audit.
- **Government e-Marketplace (GEM) Portal** – Public procurement through the GEM portal has been started to ensure a transparent procurement process.
 - ❖ E.g., according to the commerce ministry, the Government e-Marketplace (GeM) has led to savings of more than Rs 45,000 crore since its inception in 2016.
- **Faceless Assessment Scheme** - The Faceless Assessment Scheme was introduced by the Central Government to enhance transparency, efficiency, and accountability in income tax assessments.
- **Citizen Charters** - The Citizen's Charter outlines government agencies' responsibilities and sets clear service timelines, enhancing their accountability to citizens.
- **E-Governance** - E-Governance initiatives aim to establish an accountable administration by efficiently addressing public grievances and providing on-time delivery of services.
 - ❖ E.g., such as the Centralised Public Grievance Redress and Monitoring System (CPGRMS), Direct Benefit Transfer (DBT), SAMARTH campaign to promote digital transactions at the Gram Panchayat Level, etc.

Overall, transparency and accountability are not only critical for good governance but also for fostering trust, citizen empowerment, and the efficient functioning of a democratic society.

CITIZEN CHARTER

A citizen's charter is a concise, written document that outlines the rights, services, and service standards provided by government agencies to citizens, promoting transparency, accountability, and improved service delivery.

Principles of Citizen Charter:

The six principles of the Citizen's Charter movement as originally framed are:

- **Quality** - Improving the quality of services;
- **Choice** - Wherever possible;
- **Standards** - Specifying what to expect and how to act if standards are not met;
- **Value** - For the taxpayers' money;
- **Accountability** - Individuals and Organisations;
- **Transparency** - Rules/Procedures/Schemes/Grievances.

Significance of the Citizen Charter:

- **Transparency** - A citizen's charter promotes transparency by clearly outlining the services provided, the procedures to access them, and the expected standards of service delivery.
- **Accountability** - It holds government agencies and public service providers accountable for their actions and services.
- **Citizen Empowerment** - Citizen charters empower by informing citizens of their rights, enabling them to demand better services and exercise their rights effectively.
- **Improved Service Quality** - The existence of a citizen's charter can drive organizations to improve the quality of their services.
- **Redressal Mechanisms** - Citizen charters include grievance mechanisms, assuring citizens that issues will be addressed, and increasing their confidence in the system.
- **Efficiency and Effectiveness** - Citizen's charters streamline government operations, boosting service efficiency and effectiveness.
- **Trust Building** - A citizen's charter can help build trust between the government and its citizens. When people have clear expectations and see that these expectations are being met, it fosters trust in public institutions.
- **Benchmarking** - Citizen charters can serve as benchmarks for comparison between different government agencies or service providers.
- **Continuous Improvement** - Citizen feedback on charters drives service improvement, fostering ongoing enhancements in quality.

Challenges Related to the Citizen Charter:

- **Minimal Consultation** - Organizations often created Citizen's Charters due to top-down directives, leading to minimal or absent consultation. This made the Charter routine without a clear focus.
- **Lack of Employee Training** - Effective implementation of Citizen's Charters relies on well-trained and informed employees. In many cases, staff were not adequately trained and sensitized to the Charter's spirit and content.
- **Disruptive Transfers** - Critical officer transfers during the formulation or implementation stages of Citizen's Charters disrupted strategic processes, hindering the initiative's progress.
- **Inadequate Awareness Campaigns** - Organizations did not systematically conduct awareness campaigns to educate clients about the Citizen's Charter, resulting in limited public knowledge.
- **Unrealistic Standards** - Some Citizen's Charters set service standards or time norms that were either too lax or too stringent, creating an unfavourable impression among clients.
- **Misunderstood Concept** - The fundamental concept behind Citizen's Charters was often not properly understood. Information brochures, publicity materials, and pamphlets were sometimes mistaken for the actual Charters confusing.
- **One for All Approach** - One ministry drafted one charter for all organisations and departments without considering

the specific requirements of the departments.

- **Difficult Language** – The language used in Charters is vague and difficult, making it hard for consumers to understand the objectives.

Way Forward:

- Recommendations provided by 2nd Administrative Reform Commission:
 - ❖ **Specify Remedy and Compensation** - Ensure that charters define remedies and compensation in case standards are not met.
 - ❖ **Prioritize Realistic Promises** - Limit promises to achievable commitments instead of lengthy unfulfilled lists.
 - ❖ **Restructure Processes** - Organizational setup and processes should be revamped before charter creation.
 - ❖ **Local Customization** - Customize charters to local needs instead of a uniform approach across organizations.
 - ❖ **Inclusive Drafting** - Involve all stakeholders in charter development.
 - ❖ **Firm Commitments and Redressal** - Maintain strong commitments and establish citizen-friendly redressal mechanisms.
 - ❖ **Accountability** - Hold officers accountable for unmet commitments.
 - ❖ **Regular Review** - Periodically review and revise citizen charters for relevance and effectiveness.

By addressing these challenges and implementing these recommendations, governments can unlock the full potential of the Citizen's Charter, building trust between citizens and public institutions, and fostering continuous improvement in the quality of services provided.

VARIOUS ROLE OF DEPUTY COMMISSIONER

The general administration of the district is vested with the Deputy Commissioner. He holds the roles of Deputy Commissioner, District Magistrate, and Collector simultaneously.

Various duties performed by the Deputy Commissioner are:

- **District Administration** - The Deputy Commissioner is responsible for the overall administration of the district.
 - They serve as the head of the district administration;
 - Responsible for maintaining law and order;
 - Coordinating various government activities at the district level;
 - Ensuring the smooth functioning of government offices within the district.
- **Revenue Administration** - The Deputy Commissioner is the highest-ranking revenue officer in the district.
 - ❖ Responsible for land revenue collection, land acquisition, and revenue records maintenance;
 - ❖ Resolving land-related disputes;
 - ❖ Implementing land reforms.
- **Disaster Management** – The various roles of DC related to disaster management are:
 - ❖ **Leadership Role** - The Deputy Commissioner serves as the ex-officio chairperson of the District Disaster Management Authority, providing vital leadership during times of crisis.
 - ❖ **Contingency Planning** - Responsible for drawing up contingency plans to address disasters in the state, ensuring preparedness for various scenarios.
 - ❖ **Relief and Rescue Coordination** - The Deputy Commissioner plays a pivotal role in coordinating relief and rescue operations, offering aid and support to affected communities.
 - ❖ **Policy Implementation Oversight** - In the realm of disaster management, the Deputy Commissioner coordinates and monitors the implementation of various plans and policies, ensuring efficient execution.
 - ❖ **NGO Collaboration** - The Deputy Commissioner also collaborates with NGOs capable of assisting during or after disasters, fostering partnerships to enhance disaster response and recovery efforts.

- **Elections** - The Deputy Commissioner is responsible for conducting elections within the district, including parliamentary, assembly, and local body elections.
 - ❖ He/she is appointed as Returning Officer during the election of Lok-Sabha or legislative assemblies.
 - ❖ Secure elections that are transparent and unbiased.
- **Development Administration** - The DC is responsible for managing and coordinating development programs in the district, working with other government departments to tackle issues like education, healthcare, infrastructure, and social welfare.
- **Civil Services** - The DC supervises and coordinates the work of various civil services officers in the district, including the Indian Administrative Service (IAS), Indian Police Service (IPS), and Indian Revenue Service (IRS), among others.
 - ❖ They provide leadership and guidance to these officers in their respective areas of expertise.
- **Law and Order** - He/she works closely with the Superintendent of Police (SP) to handle law enforcement and security-related issues.
- **Crisis Management** - In times of crises like protests or emergencies, the Deputy Commissioner ensures peace and order by managing and resolving such situations.
- **Budget Management** - The Deputy Commissioner manages the district's budget and ensures that government funds are allocated and utilized effectively for various developmental and administrative purposes.
- **Coordination with Central and State Governments** - They maintain a close working relationship with the state and central government authorities to ensure the effective implementation of government policies and programs at the district level.

Role of Deputy Commissioner as District Collector:

- **Revenue Collection** - He is accountable for gathering land revenue, various government taxes, fees, and any outstanding dues as arrears of land revenue.
- **Updated Land Rights Records** - He is responsible for ensuring the maintenance of accurate and up-to-date records of rights as regards the land.
- **Appointment of Revenue Staff** - He appoints Patwaris, Kanungos, and administrative staff in various offices, excluding the Superintendent of the Deputy Commissioner's Office and some subordinate revenue staff.
- **Judicial Authority** - As the District Collector, he holds the highest judicial authority for revenue matters within the district.

Role of Deputy Commissioner as District Magistrate:

- **Maintenance of Law and Order** - The Deputy Commissioner is responsible for maintaining law and order in the district, acting as the head of criminal administration, and supervising all Executive Magistrates.
- **Control of Police** - The Deputy Commissioner exercises control over and provides direction to the actions of the local police force.
- **Supervision of Jails and Lock-ups** - This role includes supervisory authority over the administration of jails and lock-up facilities within the district.
- **Issuance of Adoption Order** - The Juvenile Justice (Care and Protection of Children) Amendment Rules, 2022 has empowered the District Magistrates to issue adoption orders.
- **Issuance of Arms and Ammunition License** - The District Magistrate provides arms and ammunition licenses under the Arms Act.
- **Restriction on Assemblies** - Under Section 144 of the CrPC., he can control unlawful assemblies and implement curfews as needed.

Hence, the Deputy Commissioner has a multifaceted role, which is essential in ensuring effective governance and the well-being of the district's residents.

E-GOVERNANCE

E-Governance, short for Electronic Governance, refers to the use of information and communication technology (ICT) to enhance and streamline government operations, improve service delivery to citizens, promote transparency and accountability, and engage with the public.

- It involves the digitalization and automation of government processes and services to make them more efficient, accessible, and citizen-centric.

The principle under the E-Governance:

E-Governance driven by the SMART principles (Simple, Moral, Accountable, Responsive, Transparent).

- **Simple** - Simplify government rules and processes with technology for a user-friendly experience.
- **Moral** - Using technology to improve how government agencies work, making them more efficient and ethical in their operations.
- **Accountable** - Establishing systems to monitor and hold public servants accountable for their performance.
- **Responsive** - Accelerating government processes for swift response to people's needs through increased efficiency.
- **Transparent** - Sharing government information via websites and portals to make actions and processes transparent and accessible to all.

Benefits of the E-Governance:

- **Efficient Service Delivery** - Streamlining government processes and utilizing technology can lead to quicker and more effective service delivery, reducing bureaucracy and delays.
- **Citizen Empowerment** - Providing easy access to government data and policies empowers citizens to make informed decisions and engage in civic participation.
- **Promote Good Governance** - Modernizing administrative systems can lead to better resource allocation, performance monitoring, and decision-making within government agencies.
- **Curb the Corruption** - Transparency and digitalization can reduce opportunities for corrupt practices, promoting a cleaner and more accountable government.
- **Increased Transparency and Accountability** - Open data and accountability measures build trust and ensure that government actions are visible and understandable to the public.
- **Greater convenience to citizens and businesses**: Digital services and streamlined processes make it easier for people and companies to interact with the government.
- **Cost Reduction** - Furthermore, it contributes to the reduction in the cost of the governance.
- **Increased Legitimacy of the Government** - Effective governance and responsiveness to citizens' needs enhance the government's legitimacy and credibility.
- **Flatten's organizational structure (less hierarchic)** - Reducing layers of bureaucracy can make decision-making more agile and responsive to changing circumstances.

Various Initiatives Started by the Indian Government to Promote E-Governance:

- **Common Services Centres** – CSCs are offering government and business services in digital mode in rural areas through Village Level Entrepreneurs (VLEs).
 - ❖ Over 400 digital services are being offered by these CSCs.
- **Unified Mobile Application for New-age Governance (UMANG)** – for providing government services to citizens through mobile.
 - ❖ More than 1,570 government services and over 22,000 bill payment services are made available at UMANG.
- **The e-District Mission Mode Project (MMP)** – E-MMP is a nationwide initiative in India that offers a range of e-services to citizens at district and sub-district levels.

- ❖ These services include certificates (birth, caste, death, income, and resident), pensions (old age, disability, and widow), electoral services, consumer court support, revenue court assistance, etc.
- ❖ Currently, 4,671 e-services are available across 709 districts in India.
- **DigiLocker** - It is facilitating the paperless availability of public documents.
 - ❖ Digital Locker has more than 11.7 crore users and more than 532 crore documents are made available through DigiLocker from 2,167 issuer organisations.
- **Unified Payment Interface (UPI)** - UPI is the leading digital payment platform.
 - ❖ It is integrated with 330 banks and facilitated over 586 crore monthly transactions worth over Rs 10 lakh crore has been facilitated for June 2022.
- **Mukhya Mantri Seva Sankalp Yojana** - Under Mukhyamantri Seva Sankalp Yojana, Himachal Pradesh Government has initiated a portal on which citizens can lodge complaints regarding diverse issues online.

Challenges to E-Governance in India:

- **Digital Divide** – In India, the accessibility of internet-based services is inadequately available.
 - ❖ E.g., In the poorest 20% of households, only 2.7% have computers and 8.9% have internet access. Rural internet usage is 31%, while urban usage is 67%.
- **Language Barrier** – The availability of most of the E-services in the English language further hinders the implementation of e-services.
 - ❖ E.g., only 10% population of India is estimated to speak in English language.
- **Digital Illiteracy** – This is one of the major hurdles.
 - ❖ E.g., only 38 per cent of households in the country are digitally literate.
- **Lack of Digital Infrastructure** - In numerous regions, particularly in rural and remote areas, reliable internet connectivity and digital infrastructure are lacking or non-existent.
- **Fragmented Services** - There is a lack of integration among most e-governance services provided by both state and central governments.
- **Privacy and Security Issues** – In the era of cyber-crimes and lack of data security legislation, further hinders the achievement of goals of e-governance.
- **Lack of Awareness** – Lack of awareness about the e-services among the masses is also a major concern.
- **Lack of Efficient Grievance Redressal Mechanism** - The lack of a quick and efficient system for addressing complaints is a significant issue.

Way Forward:

- **Infrastructure Development** - Focus on expanding internet infrastructure in rural and remote areas through public-private partnerships.
 - ❖ Initiatives like the BharatNet project can be accelerated to provide affordable broadband access to every village.
- **Digital Literacy Programs** – Ensure proper and mission-mode implementation of nationwide digital literacy campaigns, targeting both urban and rural populations.
 - ❖ E.g., Digital India Program.
- **Local Language Content** - Translate and offer government services in multiple Indian languages to overcome the language barrier.
 - ❖ An Indian research group called “Jugalbandi” is using AI to develop a mobile app that provides government

scheme information in multiple languages.

- **Integrated Services** - Develop a unified platform for e-governance services that integrates offerings from both state and central governments.
 - ❖ E.g., the UMANG app offers access to over 1668 government services and a wide range of 20,197 bill payment services through a mobile platform.
- **Privacy and Security Measures** - Implement robust data protection and cybersecurity measures and establish dedicated cybercrime units.
 - ❖ E.g., Data Protection Bill of 2023.
- **Awareness Campaigns** - Launch nationwide awareness campaigns about the availability and benefits of e-services by using both traditional and digital media for outreach.
- **Efficient Grievance Redressal** - Establish a digital platform for citizens to submit and track their complaints and strengthen the existing platforms.
 - ❖ E.g., Centralised Public Grievance Redress and Monitoring System (CPGRAMS).
- **Community Engagement** - Involve local communities and grassroots organizations in promoting e-governance.
- **Incentives for Adoption** - Provide incentives, such as discounts on government services or cashback schemes, to encourage citizens to use digital services.

E-Governance can revolutionize India's governance, enhancing inclusivity, efficiency, and accountability. By overcoming challenges and embracing technology, India can ensure accessible government services and empower citizens in the democratic process.

LOCAL SELF GOVERNMENT

Local self-government refers to the administration of local matters by elected local bodies, entrusted with this responsibility by the local populace.

- This system encompasses governance in both rural and urban settings and constitutes the third tier of government.
- It is characterized by the operation of two distinct types of local government entities: Panchayats in rural regions and Municipalities in urban areas.

Panchayati Raj System (PRI)

- Panchayati Raj Institution (PRI) is a system of rural local self-government in India.
- The 73rd Constitutional Amendment Act provided the PRI with a constitutional status.

Significance of the Act:

- **Added New Schedule** - The act added the 11th schedule to the constitution. This schedule contains 29 function items of the panchayats.
- **Remove State's Hegemony** - PRI elections and tenure are now subject to judicial review, removing state legislature control.
- **Gram Sabha** - The act provides for the establishment of the Gram Sabha as the foundation of the PRI.
- **Three-Tier System** - It provides for a three-tier system of PRI, i.e., Gram Panchayats at the village level, Panchayat Samitis at the intermediary or block level and Zila Parishad at the district level.
- **Elections of the Members** - All the members of PRI are elected directly by the people.
- **Reservation of the Seats** - It provides for reservation of the seats for SCs, STs, and Women.
- **Duration of Panchayats** - The act provides for a five-year term of office to the Panchayats at every level.
- **Disqualification** - The act also provides for the disqualification of the members of the PRI.
- **Formation of State Election Commission** - It consists of the formation of State Election Commission to conduct,

supervise and control the elections of PRI.

- **Provisions for Finance Commission** – It also provides for the formation of a Finance Commission by the Governor, after every five years to review the financial position of the Panchayats.
- **Powers and Functions** – The act also provides for the power and functions of the PRI.

Compulsory and Voluntary Provisions under the Act:

- **Compulsory Provisions:**
 - ❖ Organisation of Gram Sabhas.
 - ❖ Establishment of Panchayats at every level.
 - ❖ Direct Elections to all the seats.
 - ❖ Voting rights to the chairperson and other members of panchayats elected directly or indirectly.
 - ❖ Reservation of seats.
 - ❖ Fixing tenure of Panchayats at every level.
 - ❖ Establishment of State Election Commission and State Finance Commission.
- **Voluntary Provisions:**
 - ❖ Endowing powers and functions to the Gram Sabhas.
 - ❖ Determining the manner of elections of the chairpersons of the village panchayat.
 - ❖ Giving reservations to the chairpersons of the intermediary panchayats in the district panchayats.
 - ❖ Provide reservation of seats to OBCs.
 - ❖ Devolution of powers and responsibility.
 - ❖ Granting financial powers to the panchayats.
 - ❖ Making grant-in-aid to the panchayats from the consolidated fund of the state.

Significance of Granting Local Self Government in Rural areas:

- **Empowerment of Rural Communities** - It empowers rural communities by giving them a say in local governance, allowing them to make decisions on matters that directly affect their lives.
- **Effective Local Development** - Local governments can better address local issues and needs, leading to more efficient and effective development initiatives tailored to the specific requirements of the area.
- **Enhanced Accountability** - It promotes transparency and accountability in governance, as local leaders are directly accountable to the people they serve.
- **Promotion of Grassroots Democracy** - It fosters grassroots democracy by encouraging local participation in the decision-making process, thus strengthening the overall democratic framework.
- **Economic Development** - Local self-governments can facilitate economic development by planning and implementing local infrastructure projects, promoting local businesses, and attracting investments.
- **Social Inclusion** - It can help address social inequalities by ensuring that marginalized and underrepresented groups have a voice in local governance.
- **Cultural Preservation** - Local governments can play a role in preserving and promoting local cultures and traditions, which is often crucial in rural areas.

Various Issues Related to PRIs:

- **Lack of Adequate Devolution** – The state has not taken adequate steps to dissolve adequate fiscal powers, even after many recommendations of the State Finance Commission.
- **Limited Autonomy and State Oversight** - Gram Panchayats have limited control over their lone employee, while in Panchayat Samitis, the Block Development Officer (BDO) serves as the Ex-Officio Secretary, appointed by the State Government.
- **Tied Nature of Funds** – Activities in a certain scheme may not fit all parts of the district, causing ineffective promotions and fund underutilization.

- **The Sarpanch Pati Syndrome** - The “Sarpanch Pati Syndrome” has undermined the core goal of women’s empowerment.
- **Corruption** – Corruption within Panchayati Raj Institutions (PRIs) has become widespread in recent times.
- **Reluctance to Use Fiscal Power** – An important power devolved to Gram- Panchayat is the right to levy taxes, but very few panchayats use their fiscal power to levy and collect the taxes.
- **Creation of Parallel Bodies** – Creating parallel bodies for speedy implementation and accountability often doesn’t prevent issues like partisan politics, corruption, and elite capture.
- **Poor Infrastructure** – A large number of Gram Panchayats in the state do not have even full-time secretaries. Many panchayats do not have basic office buildings
- **Lack of Awareness** - A large number of elected representatives of Panchayati Rajasthan are semi-literate or literate and know little about their roles and responsibilities, programme, procedure, and system.
- **Lack of Digital Infrastructure** – According to the e-Swaraj portal of the Ministry of Panchayati Raj, out of 3615 Panchayats in Himachal Pradesh, only 2031 i.e., 56% of Panchayats are connected to the internet

Way Forward:

- **Incentivizing Devolution** - Rewarding states that delegate more functions, funds, and functionaries to Panchayats.
- **Capacity Building** - Providing financial and technical assistance for enhancing Panchayat capabilities.
- **Financial Transparency** - Strengthening budgeting, accounting, and auditing systems to ensure fiscal transparency.
- **Technology Integration** - Development of software applications for efficient Panchayat management and imparting training for Panchayats to utilize these applications effectively.
- **Accountability Enhancement** - Promoting transparency, accountability, and efficiency in Panchayat operations.
- **Performance Recognition** - Granting incentive awards to outstandingly performing Panchayats.
- **Participatory Planning** - Assisting states in formulating guidelines for participatory Gram Panchayat Development Plans and empowering Gram Panchayats to utilize available resources effectively.
- **Infrastructural Development** – Ensure availability of proper staff, buildings and adequate digital availability.
- **Strict Action Against Sarpanch Pati Syndrome** – Periodic audits and reviews must be conducted to check and remove Sarpanch Pati Syndrome.

In summary, India’s Panchayati Raj System, established by the 73rd Constitutional Amendment Act, decentralizes power, empowers rural communities, and enhances local governance. But, challenges like limited autonomy and corruption persist. Addressing these issues and promoting transparency is crucial for its success.

URBAN LOCAL BODIES

The 74th Constitutional Amendment Act provided the constitutional status to the Urban Local Bodies.

- These bodies are responsible for managing and providing various essential services and infrastructure in cities and towns.

The Salient Features of the 74th Constitutional Amendment Act are:

- **Added New Schedule** – It added the 12th schedule to the Constitution of India.
- **End the Hegemony of the State** – It brought the elections and tenure of municipalities under the preview of the justiciable part of the Constitution.
- **Three-Tier Municipalities** – The act provides for three types of municipalities, i.e., Nagar Panchayats, Municipal Councils and Municipal Corporations.
- **Composition** – The act also provides for the composition of the three-tier municipalities.
- **Ward Committees** – It provides for the establishment of ward committees, within a territorial area of municipalities, having a population of 3 lakhs or more.
- **Reservation of the Seats** – It provides for the reservation of seats for SCs, STs and Women at every level.
- **Duration of Municipalities** – The act provides for a five-year term of office for every municipality.

- **Disqualification** – The act also provides for the disqualification of the members of the municipality.
- **Formation of State Election Commission** – It consists of the formation of State Election Commission to conduct, supervise and control the elections of ULBs.
- **Provisions for Finance Commission** – It also provides for the formation of a Finance Commission by the Governor, after every five years to review the financial position of the ULBs.
- **Powers and Functions** – The act also provides for the power and functions of the ULBs.

Types of Urban Government:

- **Municipal Corporation** – Municipal corporations are created for the administration of big cities like Delhi, Mumbai, Shimla, etc.
 - ❖ They are established in the states by the acts of the concerned state legislatures and in the UTs by the acts of the parliament.
 - ❖ The Municipal Corporation has three authorities, namely the Council, the Standing Committees, and the Commissioner.
- **Municipalities** – The municipalities are established for the administration of towns and smaller cities.
 - ❖ They are also established in the states by the acts of the concerned state legislatures and in the UTs by the acts of the parliament.
 - ❖ Like a municipal corporation, a municipality also has three authorities, the Council, the Standing Committees and the Chief Executive Officer.
- **Notified Area Committee** – A Notified Area Committee is established to govern two types of areas; fast-developing towns undergoing industrialization and towns considered important by the state government but not meeting the conditions for municipality formation.
 - ❖ Its powers are almost equivalent to those of a municipality but unlike the municipality, it is an entirely nominated body.
 - ❖ It is neither an elected body nor a statutory body.
- **Town Area Committee** - The Town Area Committee is present in small towns and exercises limited jurisdiction, primarily overseeing tasks like street lighting, drainage, roads, and sanitation.
 - ❖ It may be wholly elected or wholly nominated, or partly elected or partly nominated body.
- **Cantonment Board** – A containment board is established for municipal administration for the civilian population in the containment area.
 - ❖ It is set up under the act of parliament.
 - ❖ It works under the administration control of the Defence Ministry.
 - ❖ It consists of partly elected and partially nominated members.
- **Township** - A Township is an alternative urban governance model designed to offer essential services to staff and workers residing in colonies near industrial plants.
 - ❖ It lacks elected representatives and essentially functions as an extension of the bureaucratic hierarchy.
 - ❖ It has no elected members.
- **Port Trust** - Port Trusts are set up in port regions like Mumbai, Chennai, Kolkata, and others.
 - ❖ They oversee and maintain the ports while also offering essential public services to the residents in the vicinity.
 - ❖ It consists of both elected and nominated members.
- **Special Purpose Agency** – These are established by the state government for special purposes.
 - ❖ These can be established as a statutory body by an act of state legislature or as departments by an executive

resolution.

Issues Related to the ULBs:

- **Delay in Municipal Elections** - One significant issue affecting municipal self-governance in India is the frequent and arbitrary postponement of municipal elections by various states.
- **Hurdles for State Election Commission** - State Election Commissions are hindered by the delay in delimitation of municipal wards, controlled by state governments. This hampers timely elections due to the lack of necessary boundaries for polling.
- **Lesser Functional Autonomy** - ULBs are not provided with enough powers and functions to operate smoothly and independently.
 - ❖ E.g., in states like Uttar Pradesh, Punjab, Arunachal Pradesh, Manipur and Bihar, town planning continues to be performed by the state.
- **Lacking Financial Autonomy and Inadequate Revenue Base** - Urban Local Bodies (ULBs) rely heavily on state governments due to their lack of financial independence and the absence of a systematic process for resource allocation.
- **Lack of Adequate Skills of Municipal Employees** - Municipalities struggle with staff shortages and skill gaps, hindering their ability to efficiently deliver public services.
- **Poor Link with Urban Citizens** - The citizens in urban areas are rarely included or involved in decision-making, especially the marginalised and vulnerable sections of society who indeed are the most affected by the emerging crisis of urbanisation.
- **Corruption** - Corruption, favouritism, and nepotism are prevalent issues in these bodies.

Way Forward:

- **More Autonomy** - More subjects, powers and functions should be allotted to the ULBs to ensure effective local self-governance.
- **Ensure People's Participation** - To enhance civic participation, organize society into groups, including neighbourhood associations and NGOs, and also encourage youth involvement for better municipal governance.
- **Capacity Building** - Implement capacity-building programs to enhance municipal personnel's governance and management skills.
- **Timely Election** - To bolster ULBs, ensure minimum staffing in metropolitan areas and limit election delays to six months at most.
- **More Financial Autonomy** - New measures should be adopted to provide more financial autonomy to the ULBs. E.g., Municipal Bonds.

These bodies play a crucial role in managing and providing essential services and infrastructure in cities and towns. By addressing these challenges and implementing these reforms, India can pave the way for better urban governance and improved quality of life for its urban citizens.

EFFECTIVE SERVICE DELIVERY

Effective service delivery in government means providing services efficiently and responsively to meet citizens' needs and expectations.

- It is a critical aspect of good governance and is essential for ensuring the well-being and satisfaction of the population.

Key Principles of Effective Service Delivery are:

- **Citizen-Centric Approach** - Effective service delivery should put citizens first, actively seeking their input to meet their needs and expectations.
- **Transparency** - Citizens should have access to information about government activities, budgets, and service

standards.

- **Accountability** - Accountability ensures that government officials and agencies are held responsible for their actions and the use of public resources.
- **Effective Grievances Redressal Mechanism** - There should be mechanisms in place for citizens to report grievances and for government officials to respond to those grievances.
- **Efficiency** - Government agencies should strive to minimize wastage, reduce bureaucracy, and streamline processes.
- **Equity and Inclusivity** - Services must be distributed fairly to all, without discrimination. Special focus is needed on marginalized and vulnerable groups to meet their needs.
- **Quality** - Services should meet or exceed established quality standards.

Significance of the Effective Service Delivery:

- **Citizen Satisfaction** - High-quality service delivery directly impacts the satisfaction of citizens.
- **Trust and Legitimacy** - Effective service delivery builds trust in government institutions.
- **Social Equity** - Effective service delivery ensures that these services reach marginalized and vulnerable populations, reducing disparities in access to education, healthcare, and other critical services.
- **Economic Growth** - Efficient public services (e.g., infrastructure, transportation, education) boost business growth, attract investments, and drive economic development.
- **Political Stability** - Governments that fail to provide basic services face protests, demonstrations, and social unrest, undermining their stability and ability to govern.
- **Rule of Law** - Effective service delivery contributes to the rule of law.
- **Productive Human Capital** - Effective service delivery in health, education, training, etc. creates productive human capital and fosters overall development.

Various Initiatives by the Government to Provide ESD:

- **Citizen Charters** - A Citizens' Charter represents the commitment of the Organisation towards standard, quality and time frame of service delivery, grievance redress mechanism, transparency and accountability.
- **Umang Portal** - UMANG is a mobile app offering 1,570+ government services and 22,000+ bill payment services to citizens.
- **Jal Jeevan Mission** - Jal Jeevan Mission, is envisioned to provide safe and adequate drinking water through individual household tap connections by 2024 to all households in rural India.
 - ❖ E.g., Jal Jeevan Mission (JJM) has achieved a new milestone by providing 10 Crore rural households with safe and clean drinking water through taps on 19th October 2022.
- **Ayushman Bharat Scheme** - Ayushman Bharat Yojana was established to offer medical benefits to underprivileged segments of society, providing healthcare coverage of Rs. 5 lakh per family annually to promote equity in society.
 - ❖ E.g., every minute, 177 Ayushman cards are issued, and 30 beneficiaries access services. Additionally, 48% of hospitalizations under the PM-JAY program are utilized by women.
- **Pradhan Mantri Awas Yojana (Gramin)** - Pradhan Mantri Awas Yojana is a government initiative in India, that provides affordable housing access to low and moderate-income citizens through a credit-linked subsidy scheme.
 - ❖ As of 15 October 2022, 2.50 Crore houses have been sanctioned and 2.11 crore houses have been constructed under the Scheme.
- **SVAMITVA Scheme** - The SVAMITVA Scheme of the Ministry of Panchayati Raj provides ownership to property owners in village-inhabited areas by using the latest drone and GIS technology.
 - ❖ The Property Cards facilitate the monetization of rural residential assets for bank loans and other financial benefits and help in the settlement of land-related disputes through the preparation of 5cm accuracy maps.
 - ❖ Recently scheme won the National Award for e-Governance 2023 (Gold) for the Application of Emerging

Technologies for Providing Citizen Centric Services.

- **NAMASTE Scheme** - The Ministry of Social Justice and Empowerment (MoSJE) and the Ministry of Housing and Urban Affairs (MoHUA) have jointly formulated a Scheme called National Action for Mechanised Sanitation Ecosystem (NAMASTE).
 - ❖ Aim to eliminate hazardous cleaning and ensure the safety and dignity of sewer and septic tank workers, preventing their deaths.
 - ❖ The scheme is to be implemented in all 4800+ Urban Local Bodies (ULBs) of the country, during the three years up to 2025-26 with an outlay of Rs. 349.70 crore.

Challenges to the Effective Service Delivery:

- **Resource Constraints** - Limited budgets and resources can hinder the government's ability to provide quality services.
- **Bureaucracy and Red Tape** - Excessive bureaucratic processes can slow down service delivery and increase inefficiencies.
- **Infrastructure Deficits** - Inadequate infrastructure, such as roads and communication networks, can impede the timely delivery of services.
- **Corruption** - Corruption within the system can divert resources away from their intended beneficiaries and erode trust in service delivery.
- **Geographic Barriers** - Serving remote or isolated areas can be logistically challenging, leading to delays and inefficiencies.
- **Capacity and Training** - Insufficient training and capacity-building among service providers can affect the quality and effectiveness of services.
- **Technology Gaps** - Lack of access to modern technology or outdated systems can hinder data management and service delivery processes.
- **Public Awareness** - Limited awareness among the target population about available services and how to access them can be a barrier.

Measures to Improve Quality of Service Delivery:

- **Invest in Employee Training and Development** - Providing ongoing training and professional growth opportunities ensures government employees have the necessary skills for high-quality service provision.
- **Utilize Data for Continuous Improvement** - Regularly collecting and analysing performance data helps identify areas for improvement, driving ongoing enhancements in service delivery.
- **Cultivate a Customer-Centric Culture** - Creating a culture focused on customer service within government agencies ensures that employees prioritize meeting citizens' needs and expectations.
- **Simplify Policies and Procedures** - Streamlining policies and procedures reduces bureaucracy and enhances service efficiency.
- **Engage Citizens in the Service Process** - Involving citizens in the delivery process ensures that services align with the needs and expectations of the people they serve.
- **Establish Clear Objectives and Performance Standards** - Clearly defining goals and performance standards is essential for consistent and effective service delivery.
- **Leverage Technology for Efficiency** - The use of reliable and user-friendly technology can significantly enhance the efficiency and effectiveness of service delivery.

MODEL ANSWERS

1. Deputy Commissioner is a lynchpin in the structure of district administration. Explain.

The post of District Commissioner (DC) has been the most important feature of local administration in India for the last two hundred years.

The Deputy Commissioner (DC) is indeed a lynchpin in the structure of district administration in India, playing a central role in the functioning and coordination of various aspects of local governance and administration. It could be discussed in following headings:

1. Role and Responsibilities

- ❖ **District Head:** The Deputy Commissioner is the chief administrative officer of a district, responsible for overseeing and coordinating the implementation of government policies and programs at the district level.
- ❖ **Central Role:** As a representative of the state government, the DC ensures that state policies are effectively translated into actions and results at the district level.
- ❖ **Revenue Collection:** The DC supervises the collection of revenue, including land revenue, and manages the district's finances. This role involves overseeing the work of revenue officers and ensuring accurate and efficient collection of taxes and dues.
- ❖ **Legal Authority:** The DC often holds the position of District Magistrate, which gives them the authority to maintain law and order. They are responsible for enforcing laws, addressing legal issues, and coordinating with the police and judicial systems.
- ❖ **Development Projects:** The DC plays a crucial role in implementing development projects and schemes initiated by the state and central governments. This includes infrastructure development, education, health, and rural development programs.
- ❖ **Welfare Schemes:** They oversee the distribution of various welfare schemes and subsidies, ensuring that benefits reach the intended beneficiaries and addressing issues related to implementation and execution.
- ❖ **Disaster Management:** The DC is responsible for managing disaster response and relief efforts during emergencies such as floods, droughts, and other natural or man-made disasters. They coordinate with various agencies to provide relief and rehabilitation services.
- ❖ **Inter-departmental Coordination:** The DC ensures effective coordination among different government departments and agencies operating within the district. This includes facilitating communication and collaboration to streamline administrative processes.
- ❖ **Public Liaison:** They act as a liaison between the government and the public, addressing grievances, conducting inspections, and ensuring that the administration is responsive to the needs and concerns of the citizens.

Significance in District Administration

- **Unified Administration:** The DC serves as the central coordinating authority within the district, ensuring that various aspects of administration, including law and order, revenue, development, and welfare, are managed in a cohesive manner.
- **Policy Implementation:** By translating state and central policies into actionable plans at the district level, the DC ensures that policies are implemented effectively and that local needs are addressed.
- **Decision-Making Power:** The DC has significant decision-making power within the district, including administrative decisions, resource allocation, and policy implementation. This authority allows for effective management of district affairs.
- **Problem Solving:** They play a critical role in resolving issues and conflicts that arise at the district level, whether related to administration, development, or public grievances.
- **Government Representation:** As a senior officer, the DC represents the government in various functions and events, reinforcing the government's presence and authority in the district.
- **Accountability:** The DC is accountable for the performance of the district administration, including ensuring that government policies are implemented effectively and that public services are delivered efficiently.

Challenges faced by District Administration

- **Balancing Multiple Roles:** The DC's role encompasses a wide range of responsibilities, from revenue collection to law and order to development and welfare. Balancing these diverse roles can be challenging and requires effective time management and coordination skills.
- **Limited Resources:** The DC often has to manage district administration with limited resources and budgetary constraints, which can impact the effectiveness of implementation and service delivery.
- **Managing Conflicts:** Handling conflicts between various stakeholders, including local politicians, community leaders, and government officials, can be complex and requires diplomatic skills.

Conclusion

The Deputy Commissioner is a pivotal figure in the district administration, acting as the central node for coordinating various aspects of governance, policy implementation, and public service delivery. Their role is crucial in ensuring effective administration at the district level, balancing multiple responsibilities, and addressing local needs and issues. The effectiveness of district administration often hinges on the capabilities and efficiency of the Deputy Commissioner, making them an essential linchpin in the overall governance structure.

2. Social audit can play a critical role in effective implementation of social sector programmes in India. Analyse.

A social audit is a process through which stakeholders, including community members and beneficiaries, assess the performance, transparency, and accountability of social sector programs. It involves examining the implementation of these programs against their intended objectives and standards.

In recent years due to the steady shift in devolution of funds and functions to the local government, the demand for social audit has grown. In flagship schemes such as MGNREGA, the government is promoting social audit to check corruption.

Role in effective implementation of social sector programmes

1. **Accountability:** Social audit fixes accountability of public servants, increases efficacy and effectiveness of local development programmes.
2. **Transparency:** Social audit measures enhance transparency by enforcing the right to information in the planning and implementation of local development activities. Transparency in public schemes reduces corruption and increases outcomes.
3. **Encourages community participation:** Social audit creates awareness among beneficiaries and providers of local social and productive services. Local community becomes important stakeholder in success of public welfare schemes thus improving outcomes through periodic evaluation of outcomes of policies.
4. **Empowering marginalized:** It is important that marginalized social groups, which are normally excluded, have a say on local development issues and activities and have their views on the actual performance of local elected bodies. Through social audits these groups can have impact on policies implementation and thus increasing outcomes.
5. **Policy evaluation:** Social audit play important role not in policy implementation but also policy evaluation. Thus social audit also assess the physical and financial gaps between needs and resources available for local development thus improving policies and outcomes.
6. It focus on accurate identification of beneficiaries under the schemes
7. It ensures efficient and effective utilization of funds allocated under various programmes
8. It maintains the conformity of the developmental activities with the stated goals
9. It ensures quality of services delivered under the schemes.

Strengths of Social Audit

1. **Reduces corruption:** It uncovers irregularities and malpractices in the public sector and maintains oversight on government functioning, thus reducing leakages and corruption.

2. **Monitoring and feedback:** It monitors social and ethical impact of an organisation's performance and provides feedback on the work.
3. **Building Public Trust:** SA ensures accountability and transparency in working of local government bodies and reduces trust gap between people and local governments.
4. **Participative and democratic:** It promotes participation of people in implementation of programmes and makes people more forthcoming for social development activities.
5. **Strengthens the Gram Sabha:** SA gives voice and influencing power to the Gram Sabha, the lynchpin of rural governance structure.
6. **Generates demand:** Serves as the basis for framing the management's policies by raising demands in a socially responsible and accountable manner by highlighting the real problems
7. **Collective platform:** SA provides a collective platform such as a social audit Gram Sabha, for people to express their common needs, resulting into social cohesion.

Limitations of Social Audit

1. The scope of social audits is highly localised and covers only certain selected aspects
2. Social audits are done oftenly in ad hoc manner
3. Monitoring is informal and unprocessed
4. The findings of social audit cannot be either generalised over the entire population
5. Individual programs present their own unique challenge, such as, literacy program for adults require data on migration
6. Absence of trained auditors
7. Lack of action on audit reports and findings.

Way Forward

1. Providing more finances to social audit units (SAUs)
2. The selection of Directors of SAUs should be free of political control and the selection process should be strictly followed.
3. A resource hub should be constituted under the National Institute of Rural Development and Panchayati Raj (NIRD&PR) to provide assistance to State Governments and SAUs on parameters like training support, monitoring and evaluation, action research documentation and certification of trainers etc.
4. Outcomes of social audit must have legal sanction and state governments should enact specific rules for this.
5. Social audits must be conducted in every Gram Panchayat once in every 6 months.
6. People including students from different universities should be encouraged to participate as Village Resource Persons.
7. Media should also take responsibility to reach to the rural areas and spread the awareness through their designed programmes focusing on the issues of the rural concerns especially Gram Sabhas and their powers of social audit.

Social audit serves as an instrument for the measurement of social accountability of an organization. Social audit need a more holistic approach so that it can more effective role in bringing transparency and accountability in public services.

3. **What do you understand by Citizens Charter Scheme? While discussing reasons for failure of these charters in India suggest reforms required to make them effective tools for bringing accountability in public service.**

A Citizens' Charter is a set of commitments made by an organization regarding the standards of service which it delivers. The Citizen Charter contains the Vision and Mission Statement of the organization. This gives the outcomes desired and the broad strategy to achieve these goals and outcomes. It also makes the users aware of the intent of their service provider and helps in holding the organization accountable and transparent in functioning.

Citizens' Charters make administration both accountable and citizen-friendly by empowering the citizens in demanding committed standards of services.

Principles of a good citizen charter

1. **Quality** – CC helps in improving the quality of public services through commitment regarding standards and time of service delivery
2. **Choice** – CC provides choice for the users wherever possible via positive and negative feedback mechanism
3. **Standardisation of governance** – CC specify what to expect from government and within what time frame
4. **Value** – CC works on making government responsible to give maximum value for the taxpayers' money
5. **Accountability** – CC make the service provider, individual as well as Organization, accountable for failure to provide required standards of services.
6. **Transparency** – CC ensures transparency in rules, procedures, schemes and grievance redressal mechanisms.
7. **Participative**- CC is based on the fundamental principle of citizen centric administration. It promotes the public consultation and participation in developmental processes at grass root level.

Major reasons for failure of Citizen Charter (CC) in India

1. Devoid of participative mechanisms - in a majority of cases, not formulated through a consultative process with cutting edge staff who will finally implement it.
2. Poor design and content: lack of meaningful and succinct CC, absence of critical information that end-users need to hold agencies accountable.
3. Lack of public awareness: only a small percentage of end-users are aware of the commitments made in the CC since effective efforts of communicating and educating the public about the standards of delivery promise have not been undertaken.
4. Charters are rarely updated: making it a one-time exercise, frozen in time.
5. CCs are not legally binding in India.
6. End-users, Civil society organizations and NGOs are not consulted when CCs are drafted: Since a CC's primary purpose is to make public service delivery more citizen-centric, consultation with stakeholders is a must.
7. Measurable standards of delivery are rarely defined: making it difficult to assess whether the desired level of service has been achieved or not.

Measures need to be taken to make citizen charters effective tools

1. **Democratic Design of the Charters:** There is need for citizens and staff to be consulted at every stage of formulation of the Charter.
2. **Periodic evaluation:** regular evaluation and monitoring of the charters should be done to measure their implementation and address the deficiencies in their design.
3. **Remedy for non-action:** Charters should clearly spell out the remedy/penalty/compensation in case of lapse in execution.
4. **Citizens' awareness:** There is a need for wider publicity of the Charter through print and social media. Regular feedback should be taken from the end-users.
5. **Rating of public agencies:** Sevottam model can be used to evaluate the effectiveness of the Charters.
6. **Creation of database on consumer** grievances and redressal mechanisms

The Citizen Charters have given desirable results in various countries such as the United Kingdom, Malaysia, Australia and Canada. India can learn from implementation of citizen charters in these countries to successfully execute the same for making administration both accountable and citizen-friendly in India.

4. **Briefly discuss the structure and powers of the Lokpal institution. While discussing its limitations suggest measures that are needed to make it a potent weapon to fight against corruption in India.**

The Lokpal and Lokayukta Act, 2013 provided for the establishment of Lokpal for the Union and Lokayukta for States. Lokpal perform the function of an "ombudsman" and inquire into allegations of corruption against certain public functionaries and for related matters.

Structure of Lokpal

1. Lokpal is a multi-member body that consists of one chairperson and a maximum of 8 members.
2. The chairperson of the Lokpal should be either the former Chief Justice of India or the former Judge of Supreme Court or an eminent person with impeccable integrity and outstanding ability, having special knowledge and expertise of minimum 25 years in the matters relating to anti-corruption policy, public administration, vigilance, finance including insurance and banking, law and management.
3. Out of the maximum eight members, half will be judicial members and minimum 50% of the Members will be from SC/ ST/ OBC/ Minorities and women.
4. The judicial member of the Lokpal either a former Judge of the Supreme Court or a former Chief Justice of a High Court.
5. The non-judicial member should be an eminent person with impeccable integrity and outstanding ability, having special knowledge and expertise of minimum 25 years in the matters relating to anti-corruption policy, public administration, vigilance, finance including insurance and banking, law and management.
6. The term of office for Lokpal Chairman and Members is 5 years or till the age of 70 years.
7. The members are appointed by the president on the recommendation of a Selection Committee.

Powers of the Lokpal institution

1. The jurisdiction of Lokpal includes Prime Minister, Ministers, members of Parliament, Groups A, B, C and D officers and officials of Central Government.
2. It has the powers to superintendence over, and to give direction to CBI. If Lokpal has referred a case to CBI, the investigating officer in such case cannot be transferred without the approval of Lokpal.
3. The Inquiry Wing of the Lokpal has been vested with the powers of a civil court.
4. Lokpal has powers of confiscation of assets, proceeds, receipts and benefits arisen or procured by means of corruption in special circumstances.
5. Lokpal has the power to recommend transfer or suspension of public servant connected with allegation of corruption.
6. Lokpal has the power to give directions to prevent the destruction of records during the preliminary inquiry.

Limitations

1. Lokpal is not free from political influences as the appointing committee itself consist of members from political parties.
2. The appointment of Lokpal can be manipulated in a way as there is no criterion to decide who is an 'eminent jurist' or 'a person of integrity.'
3. The 2013 act did not provide concrete immunity to the whistle blowers. The provision for initiation of inquiry against the complainant if the accused is found innocent will only discourage people from complaining.
4. The biggest lacuna is the exclusion of judiciary from the ambit of the Lokpal.
5. The Lokpal is not given any constitutional backing and there is no adequate provision for appeal against the Lokpal.
6. The complaint against corruption cannot be registered after a period of seven years from the date on which the offence mentioned in such complaint is alleged to have been committed.

Measures needed to make it a potent weapon to fight against corruption in India

1. In order to tackle the problem of corruption, the institution of Lokpal should be strengthened both in terms of functional autonomy and availability of manpower.
2. Greater transparency, more right to information and empowerment of citizens and citizen groups is required along with a good leadership that is willing to subject itself to public scrutiny.
3. Lokpal must be financially, administratively and legally independent of those whom they are called upon to investigate and prosecute.
4. Lokpal appointments must be done transparently so as to minimize the chances of the wrong sorts of people getting

in.

5. There is a need for a multiplicity of decentralized institutions with appropriate accountability mechanisms, to avoid the concentration of too much power, in any one institution or authority.

An independent institution of Lokpal has been a landmark move in the history of Indian polity which offered a solution to the never-ending menace of corruption.

5. **Highlight the challenges faced by local self-government institutions in terms of their functionality. Explain the significance of local bodies in strengthening the democratic spirit in India.**

Local self-government institutions in India, such as Panchayats and Municipalities, are crucial for decentralized governance and local development. However, they face several challenges that impact their functionality:

Challenges Faced by Local Self-Government Institutions

1. Financial Constraints:

- ❖ **Inadequate Funding:** Local bodies often receive insufficient financial resources from state governments, affecting their ability to undertake development projects and provide services effectively.
- ❖ **Revenue Generation:** They have limited revenue-generating powers, relying heavily on grants and transfers from the state government, which may not always be timely or sufficient.
- ❖ **Dependency on Central and State Grants:** The dependency on central and state grants can lead to financial instability and uncertainty in the execution of projects.

2. Capacity and Skill Deficiencies:

- ❖ **Lack of Expertise:** Many local bodies struggle with a lack of trained personnel and technical expertise, which affects their ability to plan, execute, and monitor projects effectively.
- ❖ **Need for Training:** Elected members and staff often require more training and capacity-building initiatives to perform their roles efficiently.

3. Political and Administrative Challenges:

- ❖ **Interference from Higher Levels:** Local bodies frequently face interference from state or central governments, which can undermine their autonomy and decision-making power.
- ❖ **Conflict with State and Central Policies:** There can be conflicts between local priorities and state or central policies, leading to difficulties in aligning local development plans with broader government objectives.

4. Resource Allocation and Management:

- ❖ **Inefficient Resource Utilization:** Inefficient use of resources, corruption, and lack of transparency can affect the effectiveness of local governance and service delivery.
- ❖ **Inadequate Infrastructure:** Many local bodies operate with outdated or inadequate infrastructure, which hampers their ability to deliver services and manage resources effectively.

5. Public Participation and Accountability:

- ❖ **Limited Public Engagement:** The effectiveness of local bodies can be diminished by low public participation and engagement in decision-making processes.
- ❖ **Weak Accountability Mechanisms:** Weak mechanisms for accountability and transparency can lead to poor governance and lack of trust among the community.

6. Legal and Institutional Constraints:

- ❖ **Legal Complex Framework:** Complex legal and regulatory frameworks can hinder the functioning of local bodies, making it difficult for them to implement and manage programs effectively.
- ❖ **Inadequate Institutional Support:** Local bodies often lack the institutional support needed to address legal and bureaucratic challenges, affecting their functionality.

Significance of Local Bodies in Strengthening the Democratic Spirit

Local self-government institutions play a vital role in enhancing the democratic fabric of India by:

1. **Promoting Grassroots Democracy:** Elections to local bodies enable direct participation of citizens in governance, allowing them to elect representatives who understand and address their specific needs and issues.
2. **Empowering Citizens:** By providing a platform for citizens to voice their concerns and participate in decision-making, local bodies empower communities to have a say in their governance.
3. **Enhancing Accountability and Transparency:** Local bodies can closely monitor and evaluate the implementation of policies and programs, ensuring that resources are utilized effectively and services are delivered transparently.
4. **Responsive Governance:** Regular interactions with the community and feedback mechanisms help local bodies remain accountable to the people they serve, fostering greater trust and responsiveness in governance.
5. **Tailored Solutions Addressing Local Needs:** Local bodies are better positioned to address specific local needs and challenges, providing tailored solutions that might be overlooked in broader state or national policies.
6. **Equity and Access:** They play a role in ensuring that development benefits and resources are distributed more equitably across different regions, including rural and underdeveloped areas.
7. **Capacity Building and Skill Development:** Local bodies contribute to the development of local governance skills and capacity, creating a more knowledgeable and capable cadre of public administrators and leaders.
8. **Leadership Development:** They provide a platform for local leaders to emerge and contribute to governance, fostering a culture of leadership and civic engagement at the grassroots level.
9. **Community Participation:** Local bodies encourage active citizenship by involving community members in decision-making processes and fostering a sense of ownership and responsibility for local development.

Conclusion

Local self-government institutions are crucial for implementing decentralized governance and addressing local needs in India. While they face challenges related to financial constraints, capacity, political interference, and resource management, their role in promoting grassroots democracy, accountability, inclusive development, and civic engagement is significant. Strengthening these institutions and addressing their challenges is essential for enhancing democratic governance and ensuring effective and equitable local development.

6. Explain how e-governance can facilitate economic inclusiveness and bring social transformation in India.

E-Governance refers to the use of Information and Communication Technology (ICT) to enhance government processes, aiming for governance that is Simple, Moral, Accountable, Responsive, and Transparent (SMART). This SMART governance model is intended to promote inclusive growth by creating opportunities for all segments of the population and ensuring fair distribution of increased prosperity. As a result, e-Governance contributes to socioeconomic development and sustainable growth.

Applications of E-Governance in India

Economic Dimensions:

1. Reviving the Agriculture Sector:

- ❖ **Digitization of Land Records:** The Bhoomi Rashi portal has digitized land records, improving accessibility and efficiency.
- ❖ **Geographic Information Systems (GIS):** GIS technology enhances productivity and empowers farmers with sustainable, cost-effective, and eco-friendly tools.

2. Financial Literacy and Inclusion:

- ❖ **PMGDISHA (Pradhan Mantri Gramin Digital Saksharta Abhiyan):** This initiative aims to make at least one person per family digitally literate.
- ❖ **Aadhaar Enabled Payment System (AEPS):** AEPS facilitates banking services and digital payments through Aadhaar.

3. Digital Payments:

- ❖ **Innovative Tools:** Implementation of digital payment solutions such as BHIM-UPI, Bharat QR Code, and National Electronic Toll Collection.

4. Quality Employment:

- ❖ **UMANG Mobile Application:** Provides access to various government services through integration with multiple government databases.

5. Digitization of EPFO Records:

- ❖ **EPFO Records Access:** Allows individuals to view and monitor their pension amounts and deposits, ensuring the safety and transparency of their funds.

Social Dimensions:**1. Affordable Education:**

- ❖ **National Scholarship Portal:** An integrated platform for scholarship applications, verification, and fund disbursement via Direct Benefit Transfer (DBT).
- ❖ **SWAYAM:** A platform offering over 2,000 Massive Open Online Courses (MOOCs).
- ❖ **National Knowledge Network (NKN):** Connects higher education and research institutions with a high-speed data network to facilitate knowledge sharing and collaborative research.

2. Quality Healthcare:

- ❖ **e-Hospital:** Automates hospital operations with modules for patient registration, IPD, pharmacy, blood bank, etc.
- ❖ **'Mera Aspataal' Application:** Allows patients to provide feedback on hospital services, contributing to a patient-driven, responsive, and accountable healthcare system.

3. Inclusion of Marginalized Sections:

- ❖ **Non-Visual Display Access (NVDA):** An open-source screen reading software available in 7 Indian languages, aiding the differently-abled in accessing services.
- ❖ **Jeevan Pramaan:** Enables pensioners to digitally submit their life certificates from anywhere at any time.

4. Participatory Governance and Grievance Resolution:

- ❖ **MyGov Portal:** Facilitates citizen participation by providing a platform for feedback on government programs and schemes.
- ❖ **Real-Time Governance (Andhra Pradesh):** Monitors grievances, infrastructure projects, incidents, and weather events across the state in real-time, using technology services.

Conclusion

E-Governance promotes economic inclusiveness and social transformation in India. The Digital India program leverages digital technologies to drive positive changes towards effective governance. E-Governance initiatives aim to ensure citizen participation and empowerment through transformative, affordable, and sustainable technology. The goal is to achieve 'Maximum Governance, Minimum Government' through digital empowerment.

7. Explain the role played by SHGs in poverty alleviation in India. Highlight the shortcomings of the SHG-Bank Linkage programme. Give some suggestions to improve its performance.

A **Self-Help Group (SHG)** is a small, voluntary association of poor individuals, preferably from similar socioeconomic backgrounds, who unite to address their common issues through mutual assistance and self-help.

Role of SHGs in Poverty Alleviation

1. **Access to Credit:** SHGs pool savings from their members and provide loans to those in need at low interest rates. This practice helps prevent poor individuals from falling into informal debt due to the lack of institutional credit.
2. **Increased Saving Tendencies:** SHGs utilize pooled funds for both productive and consumptive purposes. This reduces the financial burden of emergencies, which can otherwise push individuals below the poverty line.
3. **Promotion of Enterprises:** SHGs aim to foster entrepreneurship among the poor by offering credit support and assistance in product development and marketing. This helps in establishing small enterprises and promoting economic activities.
4. **Increase in Incomes, Especially for Women:** The SHG model has mobilized around 46 million rural women. Studies indicate that women's income significantly enhances household living standards compared to their male counterparts.
5. **Capacity Building:** SHGs contribute to human capital development through training, workshops, and skill enhancement. This support aids in poverty reduction by improving the capabilities of individuals.

Shortcomings of the SHG-Bank Linkage (SBL) Programme

The **SHG-Bank Linkage (SBL)** programme, initiated by NABARD in 1992, aims to connect SHGs with the formal banking system. Banks provide loans to SHGs, which can be significantly larger than the SHG's deposits.

1. **Quantum of Loans:** Loans to SHGs linked with banks account for only 1.5% of the total credit outstanding from scheduled commercial banks.
2. **Regional Disparity:** The southern region received 71.4% of the cumulative bank loans under the programme, while the North-Eastern Region received only about 1.5%.
3. **Delays in Loan Sanctioning:** Prolonged delays in loan approval negatively affect SHG morale and operations, sometimes leading to the disintegration of SHGs.
4. **Skill Development Training:** Despite financial support from NABARD for training, many SHGs lack adequate training for economic activities and navigating banking procedures.
5. **Bureaucratic Approach:** The SBL model suffers from bureaucratic inefficiencies, focusing on meeting targets rather than achieving meaningful outcomes.

Suggestions for Improving the SBL Programme

1. **Enhance Reach in Excluded Regions:** Improve banking networks in regions like North, Eastern, and North-Eastern India, and involve more NGOs to facilitate SHG development.
2. **Capacity Building of Government and NGO Functionaries:** Train government officials, especially Suvidha Dhata, and local NGO/bank staff on the SHG concept to improve implementation.
3. **Stronger Loan Sanctioning Checks:** Implement stringent checks before loan approval to prevent wrong beneficiary selection, defaults, and misuse of funds.
4. **Incentive Packages:** Introduce incentives for honest and result-oriented NGOs and banks. Include performance indicators related to credit disbursement in lagging regions.
5. **Avoid Loan 'Ever-Greening':** NABARD should address and reverse the trend of 'ever-greening' of loans among credit-linked SHGs.
6. **Encourage SHG Maturity:** Promote the growth of SHGs into sustainable enterprises while maintaining their participatory and self-help nature.

Conclusion:

A robust SHG movement can significantly contribute to financial inclusion, employment creation, and rural development. By addressing the shortcomings of the SHG-Bank Linkage programme and implementing the suggested improvements, SHGs can better fulfill their role in poverty alleviation and community development.

ROLE OF NON-GOVERNMENTAL ORGANISATIONS (NGOS)

An NGO, as defined by the UN Department of Global Communications, is a non-profit, voluntary organization formed by individuals at local, national, or international levels, aimed at tackling issues for the benefit of the public.

- As per the NGO DARPAN, an initiative of NITI Aayog, India has a total of 1.87 lakh registered non-governmental organizations (NGOs).
- Based on the data on NGOs, from the Government of India, Uttar Pradesh has the highest number of registered NGOs, totalling 27,270, followed closely by Maharashtra with 24,784 NGOs.
- According to the Great Place to Work India report, about 80 per cent of NGOs in India primarily focus their efforts on promoting quality education, ensuring good health and well-being, and working towards eradicating poverty.
- Further, the Indian NGOs employ 45% of women, 24% more than other industries.
- These NGOs are involved in various activities in India at local, national and international levels.

Role of the NGOs

- **Advocacy and Awareness Raising** - NGOs often work to raise awareness about critical social, environmental, and political issues.
 - ❖ E.g., NGOs have played a key role in enacting major laws in India, such as the Environmental Protection Act (1986), Right to Education Act (2009), Forest Rights Act (2006), and Right to Information Act (2005).
- **Improving Government Performance** - NGOs can broaden the government's accountability by ensuring the government is responsive to citizens at large rather than to narrow sectarian interests.
 - ❖ They also improve policy monitoring and evaluation as the Comptroller and Auditor General (CAG) takes cognizance of reports and social audits by NGOs while preparing its reports.
- **Humanitarian Assistance** - Many NGOs provide humanitarian aid during crises such as natural disasters, wars, and famines.
 - ❖ They offer essential services like food, shelter, medical aid, and psychological support to affected populations.
 - ❖ E.g., INDIADonates, in partnership with Hope Welfare Trust, initiated a relief campaign for Himachal flood victims, targeting immediate aid for 2500 families in Kullu, Manali, Mandi, and surrounding villages.
- **Environmental Protection** - Environmental NGOs are dedicated to conserving and protecting the environment.
 - ❖ They undertake various activities like wildlife conservation, combating climate change, and promoting sustainable practices.
 - ❖ E.g., CHINTAN is one of India's leading NGOs working to save the environment.
- **Human Rights Protection** - Many NGOs protect and promote human rights. They monitor violations, provide support to victims, and campaign for the enforcement of human rights laws and standards.
 - ❖ E.g., the People's Union for Civil Liberties (PUCL), Andhra Pradesh Civil Liberties Committee (APCLC), and Human Rights Alert in Manipur are notable Indian NGOs dedicated to civil liberties and human rights.
- **Research and Policy Development** - NGOs often research various issues, providing valuable data and insights that help in policy development. Their research can influence both government policies and public opinion.
 - ❖ E.g., Bill and Melinda Gates Foundation India.

Community Building and Social Services - NGOs work directly with communities, offering various social services such as education, healthcare, and vocational training

- ❖ E.g., the Maharashtra government collaborates with NGO Antarang Foundation to launch a career readiness initiative for school students.

- **International Diplomacy and Peacebuilding** - Some NGOs operate internationally, participating in diplomacy and peacebuilding efforts. They work to resolve conflicts, promote peace, and build bridges between opposing groups.
 - ❖ E.g., Shanti Sahyog Centre for Nonviolence aims to create global awareness about nonviolence as essential to human survival.

Issues and Challenges Related to NGOs in India:

- **Corruption** - High corruption levels in India, ranked 85th out of 180 in the 2022 Corruption Perceptions Index, severely impact NGOs relying on donor and state funding.
 - ❖ The government has cancelled FCRA registration of 1,827 NGOs for violation of laws in the five years from 2018 to 2022, with many misusing funds, including diverting them to personal accounts.
- **Lack of Accountability and Transparency** - The lack of proper checks and balances, combined with lax regulatory frameworks, has made it easy for small NGOs to misappropriate the organization's resources for personal gain.
 - ❖ E.g., according to a CBI (Central Bureau of Investigation) report, 58 NGOs in India were found to have misused funds totalling Rs 350 crore between 2016 and 2018.
- **Lack of Impact Assessment** - The absence of a robust impact assessment mechanism is another significant factor contributing to the failure of NGOs in India.
 - ❖ E.g., according to a Centre for Civil Society study, only 37% of Indian NGOs have a structured impact assessment mechanism in place.
- **Inadequate Funding** - In India majority of the financial institutions support NGOs only after the NGO has been operational for a longer period.
 - ❖ Therefore, the majority of NGOs are not able to make adequate financial provisions for the implementation of various community development programs at the beginning.
 - ❖ Amendments to India's FCRA 2010 now limit NGOs' use of foreign funds for administrative purposes to 20%, a decrease from the earlier 50%, impacting their administrative efficiency.
- **NGOs as Facades for Crime and Fundamentalism** - NGOs have acted as a cover for organized crime in past and are often seen as fronts for fundamentalist causes.
 - ❖ Foreign-funded NGOs have been responsible for organising agitations and scuttling development projects in India.
 - ❖ E.g., agitation on Kundakulam Nuclear Power Plant.

Way Forwards:

- **Strengthening Legal Framework and Oversight**
 - ❖ Enhance the regulatory framework governing NGOs to ensure stricter compliance with legal and ethical standards.
- E.g., amendment to the Foreign Contribution (Regulation) Act (FCRA).
 - ❖ **Implementing Robust Impact Assessment Mechanisms** - NGOs need to establish strong impact assessment frameworks to evaluate the effectiveness of their programs.
 - ❖ **Diversifying Funding Sources** - NGOs should explore multiple funding avenues beyond donor and state funding.
- E.g., crowdfunding, partnerships with private sectors, and income-generating activities.
- **Capacity Building and Training:** Invest in capacity building for NGO staff, focusing on financial management, project management, and legal compliance.

- This could be facilitated through workshops, training programs, and knowledge-sharing platforms.
- Addressing Misuse of NGOs for Illicit Purposes
 - ❖ There should be a concerted effort by law enforcement and intelligence agencies to identify and dismantle NGOs that are fronts for criminal or fundamentalist activities.
- **Fostering Collaborations and Partnerships** - Collaboration between NGOs, government, private sector, and international bodies can enhance resources, knowledge sharing, and scale up community projects.
- **Leveraging Technology for Efficiency** - NGOs should make use of technological tools for better management of resources, enhanced communication, and more effective implementation of their projects.

By addressing these issues and leveraging technology for efficiency, NGOs in India can enhance their effectiveness and continue to make substantial contributions to society and community development.

Self-Help Groups

A self-help group (SHG) is an informal assembly of people who aim to enhance their life quality through collective walking and exploring methods to better their living situations informally.

- SHG denotes a self-managed, peer-driven collective of individuals sharing similar socioeconomic circumstances, dedicated to collaboratively achieving a shared objective.

Status of Self-Help Groups in India:

- As per the Economic Survey 2022-23, India boasts of some 12 million SHGs, of which 88 per cent are all-women-member ones.
- These groups usually consist of 20-25 members, mostly residents of villages.
- West Bengal has the largest number of SHGs (10,68,949), followed by Bihar (10,55,010).

Significance of the Self-Help Groups:

- **Social Integrity** - They combat social issues like dowry and alcoholism through collective efforts.
- **Gender Equity** - SHGs provide economic opportunities and empower them socially and economically.
 - ❖ It enhanced the leadership skills of the women and ensured their active participation in local governance.
- **Voice to Marginalized Sections** - By involving weaker and marginalized communities, SHGs ensure social justice and better implementation of government schemes.
- **Financial Inclusion** - The SHG-Bank linkage program, primarily driven by NABARD, has facilitated easier access to credit, reducing reliance on non-institutional sources.
- **Enhanced Governance** - SHGs contribute to efficient governance and reduced corruption through social audits.
- **Alternative Employment** - They support the establishment of micro-enterprises, diversifying income sources beyond agriculture.
- **Improved Consumption Patterns** - Member households tend to spend more on education, food, and health.
- **Positive Impact on Housing and Health** - Financial inclusion through SHGs leads to better nutrition, housing, and health outcomes, particularly for women and children.
- **Banking Literacy** - SHGs promote savings habits and serve as a channel for formal banking services.

Challenges Related to SHGs:

- **Ignorance of Members/Participants** - Even though the authorities take measures to create awareness among the group members about the schemes beneficial to them, still majority of the groups are unaware of the schemes of assistance offered to them.
- **Inadequate Training Facilities** - The training facilities given to the members of SHGs in the specific areas of product selection, quality of products, production techniques, managerial ability, packing, and other technical knowledge are not adequate to compete with that of strong units.

- **Problems Related to Raw Materials** - SHGs often buy raw materials individually and in small quantities, missing out on discounts and credit facilities available for bulk purchases.
- There is no linkage with major suppliers of raw materials.
- Most of the SHGs are Ignorant about the major raw material suppliers and their terms and conditions.
- All these cause high costs of raw materials.
- **Marketing Issues** - SHGs struggle with marketing due to insufficient orders, weak connections with marketing agencies, inadequate sales promotion, no permanent market for their products, and the absence of a proper brand name.
- **Lack of Stability and Unity Especially among women SHGs** - SHGs led by women often lack stability as many married members leave due to relocation.
- **No Security** - The SHGs work on mutual trust and confidence of the members. The deposits of the SHGs are not secured or safe.
- **Lack of rural banking facilities** - There are about 1.2 lakh bank branches and over 6 lakh villages.
 - ❖ Moreover, many public sector banks and micro-finance institutions are unwilling to provide financial services to the poor as the cost of servicing remains high.
 - ❖ It aims to include at least one woman from every rural poor household (approximately 9 crore) in these SHGs and their federations within a specific time frame.
- **Deendayal Antyodaya Yojana - National Urban Livelihoods Mission (DAY-NULM)** - Under the Ministry of Housing and Urban Affairs, the scheme aims to reduce poverty and vulnerability of urban poor households on a sustainable basis.
 - ❖ The Social Mobilization and Institution Development (SM&ID) component of the mission aims to integrate the urban poor into Self-Help Groups (SHGs) and their Federations, targeting at least one member, preferably a woman, from each urban poor household into the SHG network.
- **Self Help Group - Bank Linkage Programme (SHG-BLP)** - A major effort to provide banking services to the weaker and unorganized sector was the Bank Self Help Group Linkage Programme which was launched in the early 1990s.
 - ❖ Under this program, banks were allowed to open savings accounts for Self-Help Groups (SHGs).
 - ❖ Banks provide loans to the SHGs against group guarantee and the quantum of loans could be several times the deposits placed by such SHGs with the banks.
- **Self-Employment Programme** - Under the Self-Employment Programme (SEP), interest subvention over and above 7 per cent rate of interest is available to all SHGs accessing bank loans.
 - ❖ An additional 3 per cent interest subvention is also available to all women SHGs who repay their loan in time.

In conclusion, SHGs in India are pivotal in fostering community resilience, economic development, and social transformation. While they have made significant strides, addressing the existing challenges and enhancing support mechanisms is essential for their continued success and broader impact.

Civil Society Organisations (CSOs)

Civil society organizations (CSOs) are non-state actors whose aims are neither to generate profits nor to seek governing power. CSOs unite people to advance shared goals and interests.

- They have a presence in public life, expressing the interests and values of their members or others, and are based on ethical, cultural, scientific, religious, or philanthropic considerations.

Types of CSOs:

- **Community-Based Organizations (CBOs)** - Community-Based Organizations (CBOs) are local groups formed to tackle immediate issues affecting their members.

- They mobilize communities through advocacy, participatory processes, accessing external services, and equitable benefit sharing among members.
 - ❖ **Faith-Based Organizations** - Faith-Based Organizations are groups centred on religious worship or congregations, specialized religious institutions, or institutions with a religious mission, whether registered or not.
- **Labour Union** - Labour unions are formal groups of workers who band together to collectively negotiate and advocate for better wages, work hours, and working conditions.
 - ❖ They are typically organized by industry or occupation.
- **Non-governmental Organizations (NGOs)** – NGOs are non-profit, independent groups focused on providing or advocating for services in economic and social development, human rights, public welfare, or emergency relief.
 - ❖ They are a subset of Civil Society Organizations (CSOs), distinguished by their professional and intermediary roles.
- **Professional Associations (PAs)** - PAs are groups that represent individuals in a specific occupation or profession.
- They advocate for their members' interests and may also set and enforce professional standards.
 - ❖ E.g., Teachers Associations, Doctors Associations, etc.

Contributions of the CSOs in Governance in India:

- Gathering resources in ways beyond the state's capabilities;
- Raising awareness and inspiring action to tackle social and environmental issues;
- Enabling public involvement in development projects;
- Enhancing government transparency, accountability, and responsiveness through oversight and advocacy;
- Improving connections between the government and the wider population;
- Representing and supporting disadvantaged and marginalized communities, addressing their specific needs;
- Offering candid insights on policy and project impacts, along with suggestions for enhancements.

Challenges Associated with the CSOs:

- **Resource and Capacity Constraints** - These organizations face challenges due to limited financial, technical, and administrative capabilities, hindering their ability to effectively carry out their mission.
- **Limited Strategic Vision and Stakeholder Engagement** - Such organizations lack a broad strategic perspective and fail to establish meaningful partnerships with relevant stakeholders, limiting their ability to plan and execute initiatives effectively.
- **Small-Scale Impact** - CSOs only generate small-scale effects or changes, which do not address the larger issues or challenges they aim to tackle.
- **Dependence on Few Leaders and Elite Capture**
 - ❖ These organizations heavily rely on a small number of leaders, making them vulnerable to capture and control by powerful elites, which compromised their mission.
- **State's Oppression** - Civil Society Organizations (CSOs) in India are facing state oppression through arrests and raids on activists, restrictions on foreign funding, and the growing marginalization of civil society in political, economic, and social spheres.
- **Lack of Accountability** - Many Civil Society Organizations (CSOs) are viewed as individuals or groups who have taken on the role of "do-gooders" without direct accountability to any particular constituency, except their donors.

Way Forward:

- **Resource and Capacity Building** - Seek partnerships with larger organizations or donors to access financial and technical resources.

- ❖ Invest in capacity-building programs to enhance the skills and capabilities of staff and volunteers.
- **Strategic Vision and Stakeholder Engagement** - Develop a clear strategic plan that aligns with the organization's mission and long-term goals.
 - ❖ Actively engage with a wide range of stakeholders, including government agencies, communities, and other CSOs, to build a collaborative network.
- **Scaling Impact** - Prioritize initiatives that have the potential for scalable impact and focus on the root causes of the issues at hand.
 - ❖ Leverage technology and digital platforms to reach a broader audience and maximize the reach of programs and campaigns.
- **Reducing Dependence on Few Leaders** - Implement transparent governance structures that distribute decision-making authority and prevent elite capture.
- **Addressing State Oppression** - Build alliances with other CSOs and international organizations to amplify voices and resist state oppression collectively.
- **Enhancing Accountability** - Establish clear mechanisms for accountability to donors, beneficiaries, and the broader community.
 - ❖ Promote transparency in financial management and programmatic activities.

The transformation of CSOs in India requires concerted efforts from both within the organizations and through collaboration with other stakeholders, including government agencies, international organizations, and the broader civil society. With these strategies in place, CSOs can continue to fulfill their vital role in promoting social justice, human rights, and sustainable development in India.

Bodies constituted, Policies, Programmes and Schemes for the welfare of Scheduled Castes

- **Constitutional Provisions:**
 - ❖ **Article 15(4)** – It refers to the special provisions for advancement of the Scheduled castes.
 - ❖ **Article 16(4A)** - It speaks of “reservation in matters of promotion to any class or classes of posts in the services under the State in favour of SCs/STs, which are not adequately represented in the services under the State”.
 - ❖ **Article 17** – Article 17 abolishes ‘untouchability’ and forbids its practice in any form.
 - ❖ **National Commission for Scheduled Caste** - Article 338 provides for a National Commission for the Scheduled Castes and Scheduled Tribes with duties to investigate and monitor all matters relating to safeguards provided for them, to inquire into specific complaints and to participate and advise on the planning process of their socio- economic development etc.
 - ❖ **Reservations in Lower House and Legislative Assemblies** - Article 330 and Article 332 of the Constitution respectively provide for the reservation of seats in favour of the Scheduled Castes and the Scheduled Tribes in the House of the People and in the legislative assemblies of the States.
- **Reservation at Grassroot Governance** - Under Part IX relating to the Panchayats and Part IXA of the Constitution relating to the Municipalities, reservation for Scheduled Castes and Scheduled Tribes in local bodies has been envisaged and provided.
- **Legislative Enactments:**
 - ❖ The Protection of Civil Rights Act of 1955 - An Act to prescribe punishment for the preaching and practice of Untouchability for the enforcement of any disability arising therefrom and for matters connected therewith.
 - ❖ **The Scheduled Castes and the Scheduled Tribes (Prevention of Atrocities) Act of 1989** – It was enacted to create a conducive environment for the social and economic empowerment of SCs and STs and prevent their exploitation and marginalisation.
 - ❖ **The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act of 2013** - It aims

to prohibit and eliminate manual scavenging in India.

- ❖ It prohibits the employment or engagement of anyone as a manual scavenger and also prohibits anyone from constructing or maintaining insanitary latrines.

➤ **Schemes and Programs:**

- ❖ **Pradhan Mantri Anusuchit Jaati Abhuyday Yojana (PM- AJAY)** – It is a merged scheme of 03 Centrally Sponsored Scheme namely Pradhan Mantri Adarsh Gram Yojana (PMAGY), Special Central Assistance to Scheduled Castes Sub Plan (SCA to SCSP) and Babu Jagjivan Ram Chhatrawas Yojana(BJRCY).
- ❖ It aims to reduce poverty in the SC communities by the generation of additional employment opportunities through Skill development, income-generating schemes and other initiatives and to improve socio-economic developmental indicators by ensuring adequate infrastructure and requisite services in the SC-dominated villages.
- ❖ **PM-DAKSH Yojana** - Ministry of Social Justice and Empowerment has launched ‘PM-DAKSH’ (Pradhan Mantri Dakshta Aur Kushalta Sampann Hitgrahi) Portal and ‘PM-DAKSH’ Mobile App to make the skill development schemes accessible to the target groups - Backward Classes, Scheduled Castes and Safai Karamcharis.
- ❖ Under this, eligible target groups are provided with the skill development training programmes on Short Term Training Program, Up-Skilling/Reskilling, Entrepreneurship Development Programme, and Long Term Training Programme.
- ❖ **Ambedkar Social Innovation Incubation Mission (ASIIM)** - To promote innovation and enterprise in SC students studying in higher educational institutions and supporting innovators and entrepreneurs.
- ❖ It will promote innovation in the SC youth and would help them to become job-givers from job-seekers and would further give a fillip to the ‘Stand up India’ initiative.
- ❖ **NAMASTE Scheme** - The National Action for Mechanised Sanitation Ecosystem (NAMASTE) scheme aims at providing sustainable livelihood and enhancing the occupational safety of sanitation workers through capacity building and improved access to safety gear and machines.
- ❖ The scheme is expected to bring about a behaviour change among citizens towards sanitation workers and enhance demand for safe sanitation services.
- ❖ **Credit Enhancement Guarantee Scheme** - It is a Social Sector Initiative to be implemented nationally in order to promote entrepreneurship among the scheduled caste population in India.
- ❖ This scheme would help provide the much-needed collateral-free debt funding to start-ups.

Schemes and Programs for Upliftment of the Scheduled Tribes

➤ **Constitutional Provisions:**

- ❖ **Article 15(4)** – It refers to the special provisions for advancement of the Scheduled Tribes.
- ❖ **Article 16(4A)** - It speaks of “reservation in matters of promotion to any class or classes of posts in the services under the State in favour of SCs/STs, which are not adequately represented in the services under the State”.
- ❖ **Reservations in Lower House and Legislative Assemblies** - Article 330 and Article 332 of the Constitution respectively provide for the reservation of seats in favour of the Scheduled Castes and the Scheduled Tribes in the House of the People and in the legislative assemblies of the States.
- ❖ **Reservation at Grassroot Governance** - Under Part IX relating to the Panchayats and Part IXA of the Constitution relating to the Municipalities, reservation for Scheduled Castes and Scheduled Tribes in local bodies has been envisaged and provided.
- ❖ **Tribal Advisory Council** - A Tribal Advisory Council (TAC) is a statutory body constituted by the Governor of a state in India under the provisions of the Fifth Schedule of the Constitution of India.
- ❖ The Tribal Advisory Council is composed of members of the Scheduled Tribes in the state, and it is responsible for advising the Governor on matters pertaining to the welfare and advancement of the Scheduled Tribes.
- ❖ **Autonomous District Councils (ADCs)** - The Sixth Schedule of the Indian Constitution contains special provisions for ADCs, to provide an opportunity for self-governance to tribal people, protect their identity,

culture and land, and usher in development in tribal areas of Assam, Meghalaya, Tripura and Mizoram.

- ❖ **National Commission for Scheduled Tribe** - Article 338A provides for a National Commission for the Scheduled Tribes with duties to investigate and monitor all matters relating to safeguards provided for them, to inquire into specific complaints and to participate and advise on the planning process of their socio-economic development etc.

➤ **Legislative Enactments:**

- ❖ **The Scheduled Castes and the Scheduled Tribes(Prevention of Atrocities) Act of 1989** – It was enacted to create a conducive environment for the social and economic empowerment of SCs and STs and prevent their exploitation and marginalisation.
- ❖ **Panchayat Extension to Scheduled Areas(PESA) Act of 1996** - The Provisions of the Panchayats (Extension to Scheduled Areas) Act, 1996 or PESA is a law enacted by the Government of India for ensuring self-governance through traditional Gram Sabhas for people living in the Scheduled Areas of India.
- ❖ **The Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act of 2006** - The Forest Rights Act (FRA), 2006 acknowledges the rights of forest-dwelling tribal communities and traditional forest dwellers to access and use forest resources for their livelihood, habitat, and socio-cultural needs.
- ❖ The Forest Rights Act also assigns the Gram Sabha and rights holders the duty to safeguard biodiversity, wildlife, forests, water sources, and ecologically sensitive areas while preventing destructive practices that harm these resources or tribal cultural and natural heritage.

➤ **Schemes and Programs:**

- ❖ **Pradhan Mantri Jana JatiyaVikas Mission (PMJVM)** - This scheme has been conceptualized with the merger of two schemes i.e. (i) “Mechanism for Marketing of Minor Forest Produce through Minimum Support Price and Development of Value Chain for MFP (MSP for MFP)” and (ii) “Institutional Support for Development and Marketing of Tribal Products”.
- ❖ PMJVM seeks to achieve livelihood-driven tribal development through quality input, technology, credit, better marketing access etc.
- ❖ **Eklavya Model Residential School (EMRS)** - It is a central sector scheme introduced in the year 1997-98 to provide quality education to Scheduled Tribes (ST) students (Class 6th to 12th) in remote areas through residential schools.
- ❖ Presently, there are a total of 690 Eklavya Model Residential Schools in India across the country.
- ❖ **Pradhan Mantri Adi Adarsh Gram Yojana** - Pradhan Mantri Adi Adarsh Gram Yojna (PMAAGY)', aims at providing Basic Infrastructure in 36428 villages with significant tribal population having at least 50% tribal population.
- ❖ **Scheme for Economic Empowerment of Denotified/Nomadic/SemiNomadic (SEED) Scheme** – It is launched to provide free competitive exam coaching to students, health insurance and financial assistance for housing and uplift clusters of these communities through livelihood initiatives.
- ❖ The Scheme will be implemented through a portal, developed by the Department of Social Justice & Empowerment.
- ❖ **PM Janjati Adivasi Nyaya Maha Abhiyan (PM JANMAN)** - PM JANMAN's objective is to safeguard and foster tribal communities, particularly those facing the risk of disappearing, by offering essential assistance, promoting their growth, and linking them to mainstream resources and prospects.
- ❖ The initiative covers 75 Particularly Vulnerable Tribal Groups (PVTGs) residing in 18 states and union territories, spread across 22,544 villages in 220 districts.

Viksit Bharat Sankalp Yatra - The Yatra's primary goals are to engage with communities, raise awareness, and deliver the advantages of welfare initiatives such as sanitation, financial services, electricity, LPG access, housing, food security, nutrition, healthcare, and clean water.

- The Yatra will start from districts with significant tribal populations initially and will cover all districts across the country.

Hence, a comprehensive framework of constitutional provisions, legislative enactments, and targeted schemes and programs has been put in place in India to uplift and empower the Scheduled Tribes.

Schemes and Programs for Upliftment of Persons with Disabilities

The following enactments and schemes/programmes are being implemented by the Government for the welfare of physically and mentally handicapped persons in the country:-

➤ **Legislative Enactments:**

- ❖ **The Rights of Persons with Disabilities Act of 2016** - The Rights of Persons with Disabilities Act, of 2016 is an important piece of legislation in India aimed at protecting and promoting the rights of individuals with disabilities.
- ❖ The Act expanded the definition of disabilities to cover a wider range of conditions, including physical disabilities, intellectual disabilities, mental illnesses, and multiple disabilities.
- ❖ It mandates that not less than 4% of the total number of vacancies in government jobs be reserved for persons with benchmark disabilities.

➤ **Schemes and Programs:**

- ❖ **Assistance to Disabled persons for purchasing/fitting of aids/appliances (ADIP) scheme** - The main objective of the Scheme is to assist needy disabled persons in procuring durable, sophisticated, scientifically manufactured, modern, standard aids and appliances that can promote their physical, social and psychological rehabilitation, by reducing the effects of disabilities and enhance their economic potential.
- ❖ **Deendayal Disabled Rehabilitation Scheme (DDRS)** - Under the Scheme, funds for the welfare of persons with disabilities are provided to non-governmental organizations for projects like special schools for the disabled, Vocational Training Centres, Half Way Homes, Community Based Rehabilitation Centres, Early Intervention Centres for Disabled and Rehabilitation of Leprosy Cured Persons etc.
- ❖ **The National Handicapped Finance and Development Corporation (NHFDC)** - It provides concessional credit to persons with disabilities for setting up income-generating activities for self-employment.
- ❖ **Accessible India Campaign** - The "Accessible India Campaign" also known as the Sugamya Bharat Abhiyan enables Persons with disabilities to gain universal access, and equal opportunity for development.
- ❖ The campaign seeks to enhance accessibility by making significant changes to the infrastructure, information and communication systems.
- ❖ **The Unique Disability Identification (UDID) Portal** - It is being established to establish a comprehensive National Database for individuals with disabilities (PwDs) and issue a Unique Disability Identity Card to each PwD.
- ❖ This initiative aims to enhance transparency, efficiency, and the seamless delivery of government benefits to individuals with disabilities, while also ensuring consistency.
- ❖ Furthermore, the project will facilitate the systematic monitoring of both the physical and financial progress of beneficiaries across various levels of implementation, including the village, block, district, state, and national levels.

The National Fellowship for Students with Disabilities (NFPwD) - It is a fellowship scheme launched by the Government of India in 2012-13 to increase opportunities for students with disabilities to pursue higher education leading to degrees such as M. Phil. and Ph.D.

- The scheme is implemented by the University Grants Commission (UGC) on behalf of the Department of Empowerment of Persons with Disabilities (DEPwD), Ministry of Social Justice and Empowerment.

These initiatives collectively aim to improve the lives of individuals with disabilities, fostering inclusion, accessibility, and socio-economic development. They represent the government's commitment to ensuring that all citizens, regardless of their disabilities, can lead fulfilling and productive lives.

Schemes and Programs for Empowerment of Women

The Indian government has introduced various constitutional and legislative provisions to guarantee the empowerment and advancement of women.

These provisions/initiatives are:

➤ **Constitutional Provisions:**

- ❖ **Article 15 (A)** – It provided for the state to make any special provisions for women and children.
- ❖ **Article 39 (D)** – It directed the state to secure equal pay for equal work for men and women.
- ❖ **Article 51A (e)** – It made the duty of every citizen of India to renounce practices derogatory to the dignity of women.
- ❖ **Reservation of Seats** – The 73rd and 74th constitutional amendment acts added part IX and part IX (A) which provided the reservation of seats to the women in Panchayati Raj Institutions (PRIs) and Urban Local Bodies (ULBs) to ensure their participation to ensure political empowerment.

➤ **Legislative Enactments:**

- ❖ **National Commission for Women Act of 1990** – The government of India established the National Commission for Women in 1992 under the National Commission for Women Act of 1992.
- ❖ It was constituted to promote and safeguard the rights of the women provided under the constitution of India and various legislative acts and regulations.
- ❖ **The Dowry Prohibition Act of 1961** – It prohibits the giving and taking of dowry as a punishable act.
- ❖ Anyone who violates this law is punishable with imprisonment for a term not less than five years, and a fine of not less than Rs 15,000, or an amount of the value of such dowry, whichever is more.
- ❖ **The Prohibition of Child Marriage Act of 2006** – The Prohibition of Child Marriage Act 2006 came into force on 1 November 2007 in India.
- ❖ It forbids child marriages and protects and provides assistance to the victims of child marriages.
- ❖ **The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act of 2013** – It is a legislative act in India that seeks to protect women from sexual harassment at work.
- ❖ This statute superseded the Vishaka Guidelines for Prevention of Sexual Harassment (POSH) introduced by the Supreme Court (SC) of India.
- ❖ **The Muslim Women (Protection of Rights on Marriage) Act of 2019** makes all declarations of talaq, including in written or electronic form, to be void (i.e. not enforceable in law) and illegal.
- ❖ The Act makes a declaration of talaq a cognizable offence, attracting up to three years imprisonment with a fine.

➤ **Schemes and Programs:**

- ❖ **Mission Shakti** – It is comprised of two subsidiary programs known as “Sambal” and “Samarthya”, aimed at ensuring the safety and empowerment of women.
- ❖ **Sambal Scheme** – Under the Sambal Scheme, several existing initiatives such as One Stop Centres (OSC), Women Helplines, and Beti Bachao Beti Padhao (BBBP) have been integrated into this sub-scheme.
- ❖ Additionally, a new element called Nari Adalat has been introduced to further enhance women's safety and security.
- ❖ **Samarthya Scheme** – On the other hand, the Samarthya Scheme incorporates various existing programs like Pradhan Mantri Matru Vandana Yojana (PMMVY), Ujjwala, Swadhar Greh (Shakti Sadan), Working Women Hostel (Sakhi Niwas), Gender Budgeting, and the National Crèche Scheme.
- ❖ **PM Matru Vandana Yojana** – The scheme's objective is to offer financial support to pregnant women and lactating mothers (PW & LM) by providing a cash incentive of Rs. 5,000 in two instalments.
- ❖ This financial assistance is transferred directly to their Bank/Post Office Accounts through the Direct Benefit Transfer (DBT) Mode during both the pregnancy and lactation periods.

- ❖ Furthermore, the program has been expanded to include maternity benefits of Rs. 6,000 specifically for the second child, but with a condition: the second child must be a girl.
 - ❖ This condition is implemented to discourage prenatal sex selection.
 - ❖ **Beti Bachao Beti Padhao Yojana** - It was launched in January 2015 to address sex-selective abortion and the declining child sex ratio which was 918 girls for every 1,000 boys in 2011.
 - ❖ This is a joint initiative of the Ministry of Women and Child Development, Ministry of Health and Family Welfare and Ministry of Human Resource Development.
 - ❖ **The Swadhar Greh Scheme** - It addresses the essential needs of women and girls facing challenging situations, such as homelessness due to family issues, crime, violence, mental distress, social isolation, or forced prostitution, placing them in moral jeopardy.
 - ❖ The program offers shelter, food, clothing, counselling, training, clinical support, and legal aid to help these women economically and emotionally.
 - ❖ It also provides vocational and skill training for their economic rehabilitation.
- **Indira Gandhi National Widow Pension Scheme**
- ❖ Under this scheme, widow pension is provided to widows belonging to Below Poverty Line (BPL) households.
 - ❖ This is a sub-scheme under the National Social Assistance Programme (NSAP) of the Ministry of Rural Development.
 - ❖ Under the scheme, central assistance @ Rs. 300/- per month is provided to widows in the age group of 40-79 years and the pension amount is enhanced to Rs 500/- per month on attaining 80 years.
 - ❖ **Pradhan Mantri Ujjwala Yojana (PMUY)** - It was launched on 01.05.2016 to release deposit-free LPG connections in the name of adult women members of poor households across the country.

By addressing the diverse needs and challenges faced by women in India, these measures collectively aim to promote gender equality, uplift women from difficult circumstances, and empower them to lead fulfilling lives with dignity and independence

Schemes and Policies for the Welfare of Children

The GoI is implementing various schemes/programs for the betterment of the children of the country.

These Initiatives/Provisions are:

- **Constitutional Provisions:**
- ❖ **Article 15** - The state is permitted to make any special provision for women and children.
 - ❖ **Article 21A** - It declares that the state shall provide free and compulsory education to all children of the age of six to fourteen years.
 - ❖ **Article 24** - It prohibits the employment of children below the age of 14 years in any factory, mine or other hazardous activities like construction work or railways.
 - ❖ **Article 45** - It directs the state to provide early childhood care and education for all children until they complete the age of six years.
- **Legislative Enactments:**
- ❖ **Child Labour (Prohibition and Regulation) Amendment Act of 2016** - This act forbids the employment of children in any kind of work and also prohibits adolescents from engaging in hazardous jobs or processes, along with related and associated matters.
 - ❖ **The Commission for Protection of Child Rights (CPCR) Act of 2005** - This legislation establishes the formation of a National Commission and State Commissions dedicated to safeguarding child rights.
 - ❖ It also provides for the establishment of Children's Courts aimed at expediting the adjudication of cases involving offences against children or the infringement of child rights, along with related and associated matters.
 - ❖ **The Prohibition of Child Marriage Act of 2006** - The Prohibition of Child Marriage Act 2006 came into

force on 1 November 2007 in India.

- ❖ It forbids child marriages and protects and provides assistance to the victims of child marriages.
- ❖ **The Right to Education (RTE) Act of 2009** – In 2009, the Right to Education Act (RTE) was enacted, guaranteeing free and obligatory education as a fundamental right under Article 21-A.
- ❖ The act requires a 25% reservation for marginalized segments of society, which encompass:
 - ❖ Scheduled Castes (SCs) and Scheduled Tribes (STs);
 - ❖ Socially Backward Classes;
 - ❖ Individuals with disabilities.
- ❖ **Protection of Children from Sexual Offences Act of 2012** – The purpose of this particular legislation is to tackle acts involving the sexual exploitation and abuse of children that were either insufficiently defined or inadequately punished in existing laws.
- ❖ In 2019, the Act was amended to impose stricter penalties, including the death penalty, for child sexual offences, with the goal of deterring perpetrators and protecting children.

➤ **Schemes and Programs:**

- ❖ **Anganwadi Services** - Under Anganwadi Services, a package of six services is provided to Pregnant Women and Lactating Mothers and to Children under the age of 6 years i.e.,
 - ❖ Supplementary Nutrition (SNP);
 - ❖ Pre-school Non-formal Education;
 - ❖ Nutrition & Health Education;
 - ❖ Immunization;
 - ❖ Health Check-up;
 - ❖ Referral Services.
 - ❖ **Scheme for Adolescent Girls (SAG)** - The Scheme for Adolescent Girls (SAG) is a centrally-sponsored program designed to achieve two main objectives.
 - ❖ Firstly, it seeks to enhance the health and nutritional well-being of girls aged 11-14 who are not attending school by providing them with nutritional support.
 - ❖ Secondly, it aims to encourage these girls to rejoin formal education while also offering life skills training and facilitating their access to public services through its non-nutrition component.
 - ❖ **Pradhan Mantri Poshan Shakti Nirman (PM POSHAN)** – It is a centrally sponsored program, with the objective of providing one hot cooked meal in both Government and Government-aided Schools.
 - ❖ This program is set to run from 2021-22 to 2025-26 and is being overseen by the Ministry of Education.
- Apart from serving 11.80 crore children in classes I to VIII across 11.20 lakh schools, the scheme also includes the provision of hot cooked meals to children attending pre-schools or Bal Vatika (before class I) in primary schools.
- **Sukanya Samriddhi Scheme** - The Sukanya Samriddhi Yojana is a government savings scheme established to support girl children as part of the "Beti Bachao – Beti Padhao" initiative.
- ❖ Parents or guardians of girls aged 10 or younger are eligible to open an account in this scheme.
 - ❖ It offers an attractive interest rate and provides various tax benefits.
- **NIPUN Bharat Mission** - The Department of School Education & Literacy has launched a National Mission called “National Initiative for Proficiency in Reading with Understanding and Numeracy (NIPUN Bharat)” on 5th July 2021.
- ❖ It aims to ensure that every child in the country necessarily attains foundational literacy and numeracy by the end of Grade 3, by 2026-27.
 - ❖ This Mission has been set up under the aegis of the centrally sponsored scheme of Samagra Shiksha.

Overall, these initiatives collectively work towards creating a nurturing and protective environment for children in India, aiming to ensure their physical, emotional, and cognitive growth.

Issues Related to Livelihood in India Status of Livelihood in India:

- **Sectoral Distribution** - As per the Economic Survey 2022-23, 65% of India's population lives in rural areas and 47% depends on agriculture for livelihood.
 - ❖ Whereas, the secondary sector employs 24.4% of the workforce, and the tertiary sector employs 31%.
- **Labour Force Participation Rate (LFPR)** - LFPR for males in India increased from 75.8% in 2017-18 to 78.5% in 2022-23 and a corresponding increase in LFPR for females was from 23.3% to 37.0%.
 - ❖ In rural areas, LFPR increased from 50.7% in 2017-18 to 60.8% in 2022-23 while for urban areas it increased from 47.6% to 50.4%.
- **Worker Population Ratio (WPR) for persons of age 15 years and above** - In rural areas, WPR increased from 48.1% in 2017-18 to 59.4% in 2022-23 while for urban areas it increased from 43.9% to 47.7%.
 - ❖ WPR for males in India increased from 71.2% in 2017-18 to 76.0% in 2022-23 and a corresponding increase in WPR for females was from 22.0% to 35.9%.
- **Unemployment Rate (UR) for persons of age 15 years and above** - In rural areas, UR decreased from 5.3% in 2017-18 to 2.4% in 2022-23 while for urban areas it decreased from 7.7% to 5.4%.

However, India faces several issues related to livelihood that impact the well-being of its population.

Some of the key issues related to livelihood in India include:

- **Unemployment** - High levels of unemployment, particularly among the youth, remain a significant challenge in India.
 - ❖ E.g., as per the Periodic Labour Force Survey Annual Report 2022-2023, the unemployment rate for the youth in the age group 15-29 years is 10 per cent.
- **Informal Sector** - A significant portion of India's workforce is employed in the informal sector, where workers often lack job security, social protection, and fair wages. This leaves them vulnerable to exploitation and economic shocks.
 - ❖ E.g., in terms of employment share the unorganised sector employs 83% of the workforce.
 - ❖ **Skill Mismatch** - There is often a mismatch between the skills possessed by the workforce and the skills demanded by the job market, leading to a lack of suitable employment opportunities.
 - ❖ **Rural Livelihood Challenges** - Agriculture remains a major source of livelihood for a large portion of the population, i.e. 47%.
 - ❖ Challenges such as low agricultural productivity, land fragmentation, and lack of access to modern farming techniques continue to affect rural livelihoods.
 - ❖ **Gender Inequality** - Gender disparities in the workforce, including lower wages for women and limited access to formal employment, continue to be a significant issue in India.
 - ❖ E.g., according to the Report "Women and Men in India 2022" released by the National Statistical, wage disparity between men and women has widened over the past decade.
- **Informal Credit and Financial Inclusion** - Many people in India still rely on informal sources of credit, which can lead to indebtedness and financial instability.
 - ❖ E.g., at all India levels, 42% of credit supplied to indebted households comes from informal sources.
- **Environmental Challenges** - Environmental degradation, climate change, and natural disasters have a profound impact on livelihoods, particularly in agriculture-dependent communities and mountainous regions.
 - ❖ E.g., the agricultural sector of Himachal Pradesh has incurred a loss of Rs 167 crore during the monsoon season.
- **Lack of Education and Skills Training** - Lack of access to quality education and vocational training further hindered employability among the youth.

Various initiatives and Programs to tackle these issues:

- **Stand-up India Scheme** - The Stand-up India Scheme was launched by the Ministry of Finance on 5th April 2016 to promote entrepreneurship at the grassroots level focusing on economic empowerment and job creation.
 - ❖ It provides loans for greenfield enterprises in manufacturing, services or the trading sector and activities allied to agriculture.
- **Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS)** - It's a rural employment program in India that guarantees 100 days of wage employment per year to households whose adult members are willing to do unskilled manual labour, aiming to improve livelihood security.
 - ❖ Employment is to be provided within 5 km of an applicant's residence, and minimum wages are to be paid.
 - ❖ If work is not provided within 15 days of applying, applicants are entitled to an unemployment allowance.
- **PM Mudra Scheme** - The Pradhan Mantri Mudra Yojana (PM Mudra Scheme) is a government initiative to provide financial support and loans to micro, small, and medium-sized enterprises (MSMEs) and entrepreneurs to promote entrepreneurship and small business development.
 - ❖ The loan provided under the scheme is collateral free loans.
 - ❖ MUDRA has developed three distinct financial products tailored to cater to the specific growth stages and funding requirements of micro- enterprises:
- **Shishu** - Providing financial assistance for loans of up to Rs. 50,000.
- **Kishore** - Extending support for loans ranging from above Rs. 50,000 to Rs. 5 lakh.
- **Tarun** - Offering financial solutions for loans exceeding Rs. 5 lakh and up to Rs. 10 lakh.
- **Pradhan Mantri Kaushal Vikas Yojana** - It aims to train over 40 crore people in India in different skills by 2022.
 - It aims at vocational training and certification of Indian youth for a better livelihood and respect in society.
 - PMKVY is implemented by the National Skills Development Corporation (NSDC) under the guidance of the Ministry of Skill Development and Entrepreneurship (MSDE).
 - ❖ **SANKALP Scheme** - The Skills Acquisition and Knowledge Awareness for Livelihood (SANKALP) Scheme is a program of the Ministry of Skill Development with loan assistance from the World Bank.
 - It aimed to improve short-term skill training qualitatively and quantitatively through strengthening institutions, bringing in better market connectivity and inclusion of marginalized sections of society.
- **PM Fasal Bima Yojana** - It was launched in 2016 and is being administered by the Ministry of Agriculture and Farmers Welfare.
 - ❖ It replaced the National Agricultural Insurance Scheme (NAIS) and Modified National Agricultural Insurance Scheme (MNAIS).
 - ❖ To provide insurance coverage and financial support to the farmers in the event of failure of any of the notified crops as a result of natural calamities, pests & diseases.
 - ❖ To stabilize the income of farmers and to reduce the environmental impact on the livelihood of the farmers.
- **Deendayal Antyodaya Yojana-National Urban Livelihoods Mission (DAY-NULM)** - The mission was launched in 2014 and is being implemented by the Urban Ministry of Housing & Poverty Alleviation.
 - ❖ It aims to uplift the urban poor by enhancing sustainable livelihood opportunities through skill development.
- **Atmanirbhar Bharat Rojgar Yojana (ABRY)** - It is a scheme of the Ministry of Labour and Employment.
 - ❖ Aatmanirbhar Bharat Rojgar Yojana (ABRY) was launched with effect from 1st October

2020 as part of Atmanirbhar Bharat package 3.0 to incentivize employers for the creation of new employment along with social security benefits and restoration of loss of employment during Covid-19 pandemic.

- **Production-Linked Incentive (PLI) Scheme** - The PLI scheme was conceived to scale up domestic manufacturing capability, accompanied by higher import substitution and to create 60 lakh new jobs.
 - ❖ In the PLI scheme, Domestic and Foreign companies receive financial rewards for manufacturing in India, based on a percentage of their revenue over up to five years.
- **PM GatiShakti - National Master Plan for multi-modal connectivity** - PM GatiShakti National Master Plan (PMGS-NMP) was launched on 13th October 2021 for providing multimodal connectivity infrastructure to various economic zones.
 - ❖ PM GatiShakti is a transformative approach to economic growth and sustainable development.
 - ❖ The approach is driven by 7 engines, namely, Railways, Roads, Ports, Waterways, Airports, Mass Transport and Logistics Infrastructure.
- **The Code on Wages of 2019** - The Code provides for universal minimum wage across employment in organized and unorganized sectors.
 - ❖ The Code also prohibits gender discrimination in matters related to wages and recruitment of employees for the same work or work of a similar nature done by an employee.

While these programs demonstrate the government's commitment to addressing livelihood challenges, it is essential to continually evaluate and adapt these initiatives to ensure they effectively address the evolving needs of the population.