INSIGHTSIAS
SIMPLIFYING
IAS EXAM PREPARATION

Insights into Yojana: February 2018

Public Grievance Redressal

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Effective Grievance Redressal Mechanism: Heart of Good Governance

Introduction about Public Grievances can be used in GS and Essay Papers:

- **Public Grievance Redressal** is said to be the corner stone of any well governed democracy.
- **Good Governance** is the key to a Nation's progress and an important step to make the entire system transparent and faster.
- **Right to Information (RTI) Act** was introduced in 2005. RTI proved to be **landmark reform** in public grievance redressal because it put the onus of redressal on the official dealing with the particular issue and also introduced a penalty clause.
- It forced the concerned official to address the grievance in a **time bound manner** but also reduce corruption and enforced a situation of accountability.
- **Public Grievances are a significant indicator of the state of governance** in any system.
- In a democracy, the legitimacy of the government depends primarily on **public trust and support**, which is often contingent upon its capacity to **deliver quality governance**.
- **Efficient and Effective public institutions** provide the foundation on which the story of public trust can be developed, building on public satisfaction and with administration and service delivery.
- The public grievance redressal mechanism serves as an indicator to gauge the **efficiency and effectiveness of administrative processes.**
- Both **timely ventilation** and **redress of grievances** are essential for any citizen friendly administration.

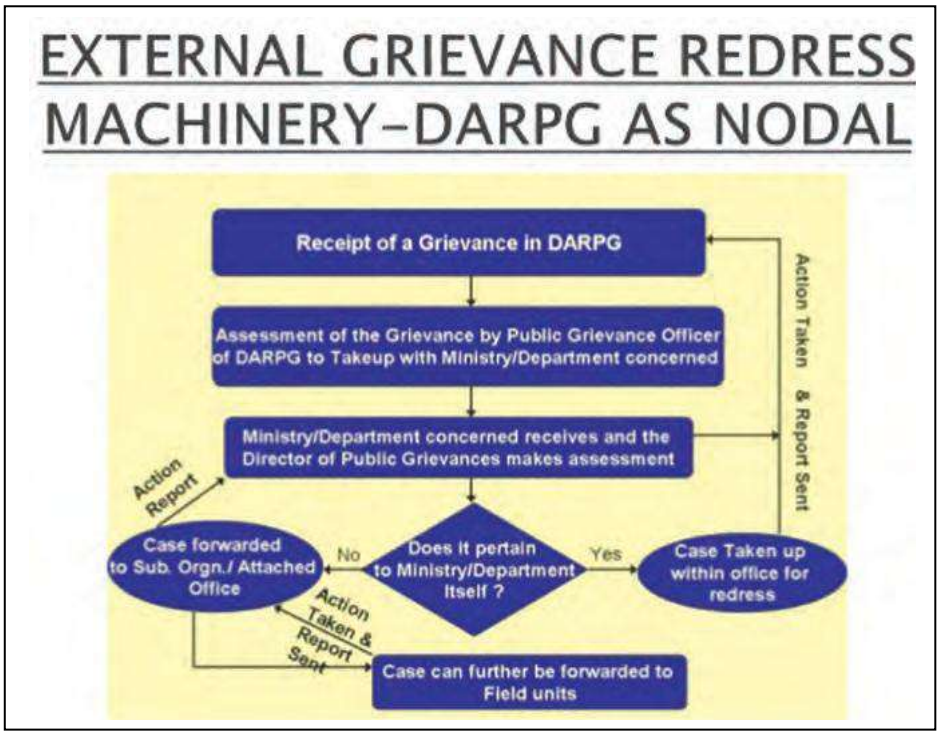
Public Grievance Mechanism in India- Vision is "Minimum Government and Maximum Governance:

- **Citizen-Centric online service**s are one of the most important aspects of an efficient and effective public administration system.
- It leads to **transparency and accountability** in governance and also fosters **equitable growth.** Technology is the empowering tool for citizens and a measure of accountability for the government.
- Public grievance redressal is very important component of a **responsive administration** and it is instrument to measure efficiency and effectiveness as it provides important feedback on the working of an organisation.
- Public Grievance Redressal mechanism was also **central to the Sevottam model**.

Centralised Public Grievances Redress and Monitoring system(CPGRAMS):

- An Internet based Centralised Public Grievances Redress and Monitoring System (CPGRAMS) to facilitate all citizens to lodge grievances for redressal. CPGRAMS is a **platform based web technology** which aims to enable submission of grievances by the citizens from anywhere, anytime.
- Tracking grievances is also facilitated on this portal through a system generated unique registration number.
- Grievances lodged at any of these entities to be transferred to the central and state ministries and departments in online through CPGRMS.

Department of Administrative Reforms and Public Grievances (DARPG):



- The DARPG is the **policy making, monitoring and coordinating department** for public grievances. Grievances are required to be redressed in a decentralized manner by concerned departments. A Project Management Unit (PMU) has been set up in the DARPG for monitoring the reforms being undertaken by these Ministries/Departments.
- The mission of DARPG is to **foster excellence in governance** and pursuit of administrative reforms through improvements in Government policies as well as processes, promoting citizen-centric governance with emphasis on grievance redressal.
- The **average response time to the grievances** by the department has been reduced, e.g. in Department of Revenue, it has reduced from 108 days in 2014 to 25 days in 2017 and similarly in Department of Telecom, it has reduced from 19 days in 2014 to 12 days in 2017.
- The DARPG has also launched **Twitter Sewa,** for facilitating people to tweet on pending Grievances and also on other issues relating to this Department. A new Mobile App with more user friendly features has been developed and has been integrated with the **Unified Mobile Application for New-Age Governance (UMANG).**

Government launched the **UMANG App** that aims to bring 162 government services on a single mobile app, with a larger goal to make the government accessible on the mobile phone of our citizens.

UMANG at a glance:

- ✓ Uniform User Friendly Interface across Government services
- ✓ 162 services of 33 department/ applications and 4 States
- ✓ Single mobile app to access 1200+ services of various government services from Centre, State and utility services
- ✓ Supports 13 Indian languages and caters to on-demand scalability
- ✓ Will soon support feature phones without internet connectivity through USSD

PRAGATI: a multi-purpose, multi-modal platform for Pro-Active Governance And Timely Implementation

PRAGATI is **a unique integrating and interactive** platform. The platform is aimed at addressing common man's grievances, and simultaneously **monitoring and reviewing** important programmes and projects of the Government of India as well as projects flagged by State Governments.

Grievance Analysis:

- For effective public grievance redressal, an important tool is regular analysis of public grievance received in order to help the identification of the problem areas.
- A **Grievance Analysis Study** was conducted through **Quality Council on India** for identifying grievance prone areas, undertake root cause analysis and to recommend systematic analysis and to recommend systematic reforms.

Award Scheme:

- The DARPG has instituted an Award Scheme for recognizing meritorious performance by the Ministries/Departments for effective redress/disposal of public grievances received on CPGRAMS.
- Under the Scheme, Certificates of Appreciation are awarded to Ministries/Departments which are found to have done outstanding work grievance redressal.

The Federal Dynamics:

- **Public Service Guarantee Acts** are adopted by some states. It is important to ensure that CPGRAMS plays the facilitator role for the public without impinging on the nature of federalism.
- The performance of states on the portal can be left to them but the facilitation of the Centre cannot be shed when a public grievance is registered, and there is a jurisdictional conflict involved. The outcome should be **visible to the public.**
- Accountability issues can be addressed by the **Centralised online mechanism** and reduce the plight of the citizen to run back and forth between different authorities, while facilitating transparency and enabling the monitoring.
- There is need to **simultaneously utilise** the other mechanism like Lok adalats, Jan sunwais, Social audit, mobile apps etc to ensure inclusion of those who may not have access to CPGRAMS.

Grievance Redressal Mechanism for Women:

- The government has gone a long way in bringing out many initiatives to redress the grievances of women both at work and at home.
- In alignment with **Convention on Elimination of all forms of Discrimination Against Women (CEDAW),** Millennium Development Goals (MDG), National policy for Empowerment of Women, and Sustainable Devleopmental Goals (SDGs) for a gender Inclusive Society, many schemes have been initiated by the government resulting in a positive impact:
  - ✓ addressing gender needs
  - ✓ improving Gender Equality
  - ✓ improving child sex ratio
  - ✓ eradicating the evils of female infanticide
  - ✓ provides care and protection for children, women, senior citizens and third gender through various schemes.
- The constitution of India embraces the substantive equality approach as provided under **Article 15(1) and (3).** While **Article 14** lays down the overarching equality clause, it is through the language of non-discrimination under Article 15 empowers State to undertake affirmative action for women.
- **Article 21** provides that every person has the right to life and personal liberty. Right to live with "dignity" is the most important indicator for the fulfillment of the promise of Article 21 guarantee.

Domestic Violence: Grievance Redressal

- **Domestic violence is a violation of this basic right to live with dignity**. Article 21 demands not merely procedural safeguards but "substantive due process" in the state action, in order to protect and fulfill the right to life with dignity.
- There is a need to define violence in this "private" sphere in the law and provide for preventive remedies.
- Government had created a exclusive fund, **"Nirbhaya Fund",** to oversee the implementation of special projects intended for ensuring women safety.
- Handbook on the Social Legislations have been developed and training is being imparted to all stakeholders working in various departments.

Schemes of Ministry of Women and Child Development under Nirbhaya Fund

- Keeping in mind the need to have schematic interventions and proper mechanism for handholding of women in distress, *3 schemes i.e.* ***'One Stop Centre (SAKHI)', 'Universalisation of Women Helpline' and 'Mahila Police Volunteer'*** were initiated by the Ministry of Women and Child Development from the Nirbhaya Fund.
- **SAKHI** aims at establishing Centres to facilitate women affected by violence. It provides First aid, Medical aid, Police assistance, Legal aid and counselling support. 186 OSCs are approved to be set up in the country.
- **Helpline** specifically for women with a common number across the country will link the One Stop Centres being established. The Department of Telecommunication has allocated the number 181 to all States/UTs for Women Helpline.
- **Mahila Police Volunteers (MPVs)** will act as a link between police and community and help women in distress. Haryana has become the first state to start the Mahila Police Volunteer scheme.

SHe-Box Online Complaint Management System for working women to lodge complaints of sexual harassment at workplace

- In order to ensure the effective implementation of the **Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013,** the government has launched an online complaint management system titled **Sexual Harassment electronic –Box (SHe-Box) for registering complaints** related to sexual harassment at workplace of all women employees in the country, including government and private employees. So far, 107 complaints have been received through **portal 'SHe-box'.**
- The **portal 'SHe-box'** is an effort of the government to provide a single window access to every women, irrespective of her work status, whether working in organised or unorganised, private or public sector, to facilitate the registration of compliants related to sexual harassment.

Public Grievances as Opportunity:

- While public grievances reflect the problem areas and challenges that confront the institutions involved in service delivery and administration, these also offer the **opportunity to address these problems** before they explode in the form of public discontent.
- The **awareness of grievances** is the first condition for effectively addressing them. Expression rather than repression of voice, therefore, should be encouraged if the objective is to win public trust or improve the state of governance.
- Developing an organisational culture based commitment to public service is the foundation of an effective grievance and complaints management system.

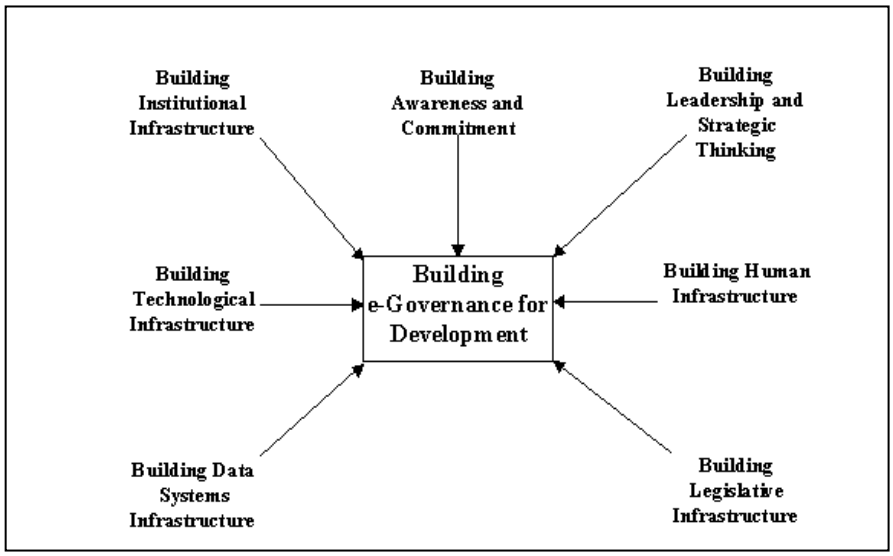
- **Timely capture** and **appropriate analysis of public grievances** offers an opportunity to public institutions to address the performance appropriately.
- It is important to realise that **participatory approach** is necessary, where suggestions to improve the functioning of institutions or policy are invited from public and considered with an open mind.
- Undertaking **systematic analysis of grievances** and suggestions received from stakeholders can provide insights into the possible ways of improvement.
- It is important to also take note of grievances received through **informal channels** of communications which can also help arrive at better state of governance.
- Any complaints mechanism needs to be backed up by information collection and analysis systems.
- Committees are to be formed to review the number of complaints received, addressed, the number of issued settled, and the number referred to higher decision making authority.
- Complaints are valuable for public institutions, as a means of strengthening their administration and improving their reputations, enhancing public trust and legitimacy.
- The complainant should be treated as a friend and complaints as an opportunity to improve.

Questions:

1. **Public grievance redressal is said to be the corner stone of any well governed democracy. Discuss.**
2. **Who are the main actors in the delivery of public services? Discuss their role and interrelationships.**
3. **The central theme of democracy is "government is accountable to the citizens for all policies and activities". Comment.**

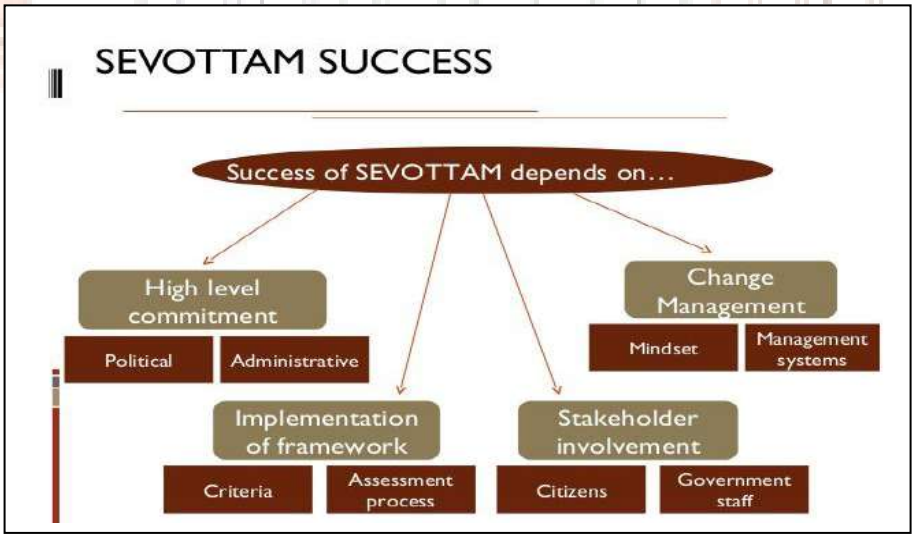
E-Governance: Grievance Redress For A New India 2022

Introduction:



- With advancements in Information and Communication Technology (ICT), the growth of e-Governance through unique and cutting edge initiatives in India provide many **public services in online mode.**
- The estimates made by the **National e-Governance Division (NeGD),** there are more than 3500 different e-services being offered by various state and central governments.
- As per NIC estimates, more than 8000 different portals and websites of central and States governments are hosted by them.

Sevottam Model:



- DARPG, as a chief policy making, monitoring and coordinating department for public grievances, has developed a framework called **"Sevottam",** which essentially means **"Excellence in Public Service".**
- **Sevottam Model** is a model **proposed by 2nd ARC** (Administrative Reforms Commission) for public Service Delivery.
- The word, Sevottam, is a combination of two Hindi words: 'Seva' (service) and 'Uttam' (excellence). Sevottam Model is now regarded as a standard model for providing services in citizen centric governance.
- Sevottam model is a quality management framework applicable to public service delivery organisations, in all its departments. Service Delivery Excellence Model provides a framework for organisations to **assess** and **improve** the **quality of service delivery to citizens**.

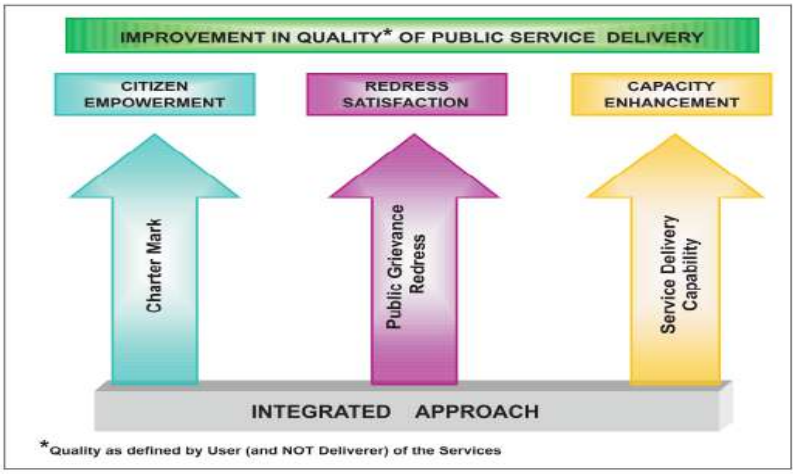
Three Modules in Sevottam Framework:

1. Citizen Charter.

2. Public Grievance Mechanism.
3. Service Delivery Capability.

Objectives of Sevottam:

It aims to provide an assessment improvement framework to bring excellence in public service delivery. The model works as an evaluation mechanism to **assess the quality of internal processes** and their impact on the quality of service delivery.



Intended Outcomes of Implementing Sevottam

Steps involved in Service delivery:

- Define all services which a department provides and identify clients
- Set standards and norms for each service
- Develop capability to meet the set standards
- Perform to achieve the standard
- Monitor performance against the set standards
- Evaluate the impact through an independent mechanism
- Continuous improvement based on monitoring and evaluation results.

Seven Steps to Sevottam Compliant Grievance Redress System

- Well established system of receipt of grievances
- Convenient for all users and its wide publicity
- Timely acknowledgement
- Time norm for redress
- Communication of action taken on redress
- Platform for Appeal
- Analysis of grievance prone areas for making systemic improvements

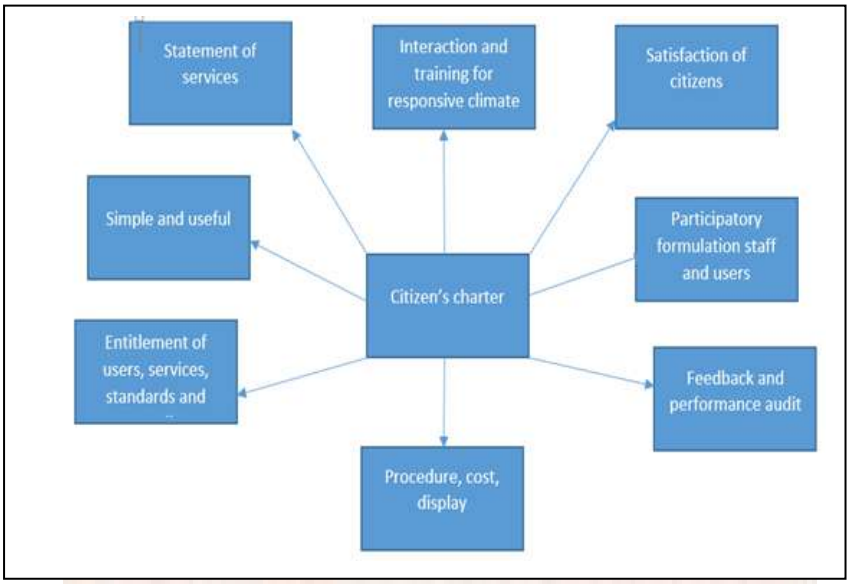
MyGOV:

- Government launched MyGov, a platform that empowers the citizens of India to **contribute towards Surajya.**
- The platform - MyGov - presents an opportunity to the citizens to **both 'Discuss' and 'Do.'** There are multiple theme-based discussions on MyGov where a wide range of people would share their thoughts and ideas. Further, any idea shared by a contributor will also be discussed on these discussion forums, allowing constructive feedback and interaction.
- National Informatics Centre (NIC), Department of Electronics and Information Technology (DeitY) would implement and manage the platform "MyGov" which would facilitate Citizen Engagement in Good Governance.
- MyGov also be used as a **comprehensive knowledge repository**, giving insights from the sharpest and brightest minds across India.

State's Citizen Centric Services:

- Several State Governments have used online platforms for citizens to register complaints.
- The **Lokvani project in Uttar Pradesh**, which helps citizens make their grievances related to government services in an easy manner and also get their redress within 15 days of filing complaint through Kiosk centres.
- **Jansunwai or e-Samvad portal** fully dedicated for grievance redress through e-Governance.
- The Andhra Pradesh online portal **aponline.com** is one of the most comprehensive state government setups for an e-interface between government and its citizens with an integrated grievance redress channel as a part of real time grievance initiative. The channel is called **"People's First"** or www.meekosam.ap.gov.in and a People First mobile app was launched.
- **e-pariharan** has been launched in Kerala to facilitate online lodging of complaints.

Citizen Charter In India:



- Landmark bills brought in **to Tackle Corruption and Ensure Delivery of Services** to Citizens in Time Bound Manner.
- **Honesty and integrity** are essential components of social capital. They add value to the economic capital and intellectual capital of any society and country.
- Procedures and implementation of laws should become more citizen-centric. Each citizen should be able to access quality services without harassment, undue delays and corrupt practices.
- **Constant vigilance** is required to see that the vast beautiful tree of our country is not eaten up by weeds and pests. The tree must be protected, preserved and nourished continuously by rejuvenating the entire eco-system.
- Efforts should be made **to improve the educational system** to inculcate strong values, ethical conduct and commitment towards the welfare of the society at large.

Future Outlook:

- There are few **fundamental principles** which may need to be pursued for public services and redress of grievances:
    - ✓ Making Services available to public in faceless, paperless and cashless mode
    - ✓ Providing connectivity and digital identity to all
    - ✓ Targeting benefits through Aadhaar enabled Direct Benefits Transfer
    - ✓ Simplifying forms and processes
    - ✓ Providing e-platforms
- There is a **need for capacity building** of service delivery officers, knowledge updation, streamlining processes, proper monitoring and attitudinal shift amongst government staff towards more transparent and accountable governance.
- **Awareness** is also required among the public about their rights under the Rights to Services Act.

- **Institutional mechanisms** need to be set up to engage with civil society and media for seeking constructive cooperation in increasing awareness and providing support to the public in hassle free filing through systems re-engineering.
- **Adoption of ICT** has made significant strides at various levels of government. Aadhaar enabling benefits include removal of linkages, duplicates, fakes and ghosts from the list of beneficiaries.
- Under **e-Taal** which is a web portal disseminating electronic transactions of e-governance projects, over 3500 services have been undertaken.
- India must move to a regime where services standards are at par with the best in the world**. All G2C services** must move online, eliminating the need for the public to visit any office for service requirements.
- **Utilisation of IT tools** in making the redress system more efficient and transparent. In order to realise the vision of widespread dissemination and public citizen's awareness of their rights and opportunities for redress initiatives such as **Jaago Grahak Jaago** must become mainstays.
- Under **CONFONET scheme**, all consumer fora should be computerized and networked to enable online dissemination of information and ensuring quicker disposal of cases.
- Therefore, the strategic plan leading to a **New India 2022** would be to use e-Governance processes for public redress of grievances through a number of cutting edge and innovative initiatives and ensuring that they are utilized to the greatest extent possible.
- In addition to above, with enhancing awareness, dissemination of information, and greater participation by the public would help India to emerge amongst the frontrunners in public rights redress systems through e-Governance modules amongst the comity of nation.

Questions:

1. **The basic thrust of the Citizen's Charter is to render public services citizen centric by making the demand driven rather than supply driven. Comment.**
2. **"Citizen's Charter doesn't give people any legal powers, just higher expectations and power to whinge." Comment.**
3. **For the success of e-governance and superior service delivery, it is imperative that the government agency focuses on overall citizen experience. Discuss.**
4. **Explain how e-governance can enhance quality of service delivery in public offices.**

Addressing Grievances in Health Care

Introduction:

- **Redressal of complaints and grievances** is an important part of health service delivery and quality of service standards.
- Health and medical sector, both public and private, have been faced with many challenges in this regard to more effectively address the complaints and grievances of the public and patients
- Supreme Court recognised the **right to health as an integral facet of the right to life under Article 21** of the Constitution.
- **National Health Policy 2017** clearly mentioned about the regulation of clinical establishments. The policy recommends the setting up of a **separate empowered medical tribunal** for speedy resolution to address complaints.
- **National Health Policy, 2017**, which aims at attainment of the highest possible level of good health and well-being, through a preventive and promotive health care orientation in all developmental policies, and universal access to good quality health care services without anyone having to face financial hardship as a consequence.
- **Grading of clinical establishments** and active promotion and adoption of standard treatment guidelines would be one starting point.
- Protection of patient rights in the clinical establishments as key process standards would be an important step.
- **Standard Regulatory Framework** for laboratories and imaging centres, specialised emergency services created as required.

MERA ASPATAAL:

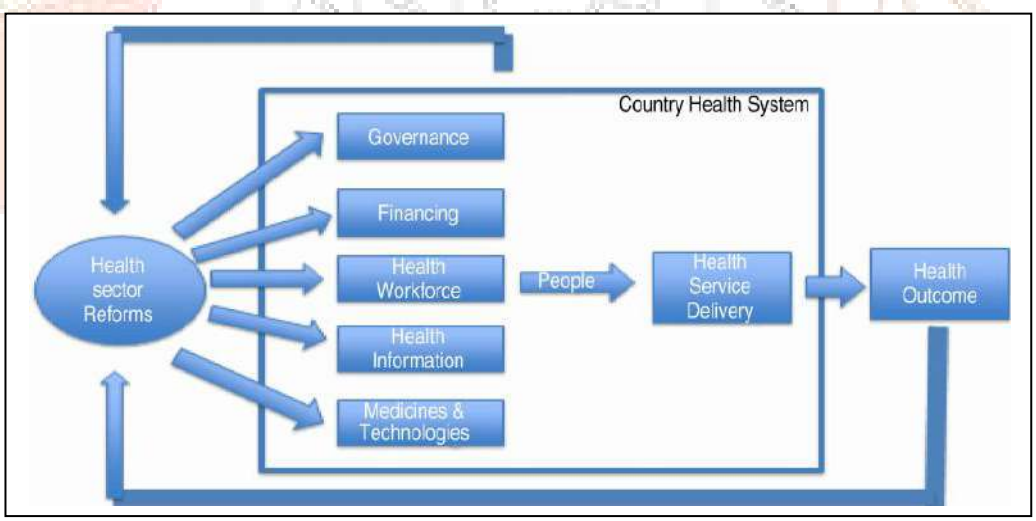
- **Mera Aspataal / My Hospital initiative:** It is an initiative launched by the government of India. It will be implemented in public and empanelled private hospitals.
- It is envisaged to **empower the patient by seeking his / her views on quality of experience** in a public healthcare facility.
- A multi-channel approach will be used to collect patients' feedback i.e. web portal, mobile application, Short Message Service (SMS), Interactive Voice Response System (IVRS).
- My Hospital helps the government to take appropriate decisions for **enhancing the quality of healthcare delivery** across the public facilities which will improve the patient's experience.
- My Hospital will ultimately help establish a patient driven, responsive and accountable healthcare system.

- The **National Accreditation Board** for Hospitals and healthcare providers is another mechanism under Quality Council of India that addresses grievances and appeals.
- With the recent high profile cases of some private hospitals in Delhi and Gurgaon as well as public health care hospitals in various parts of the country, it is clear that there is an urgent need to devise and implement a clear and practical swift **grievances and compliant redressal mechanism** that is patient and public friendly and improves access, availability and quality.

Reforming healthcare in India

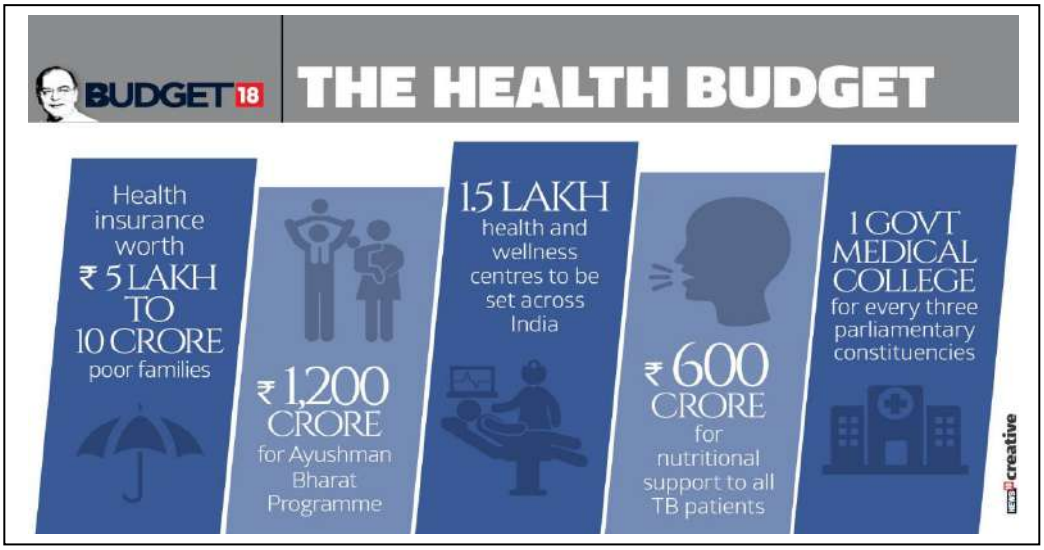
Introduction:

- India faces a **triple-disease burden** of maternal and child health, infectious, and non-communicable diseases, with **annual spending of over Rs 6 trillion** on healthcare on its 1.3 billion population.
- What prevents India's healthcare system from delivering world-class services, especially for the over 800 million people of rural India? **Health insurance** covers less than 5% of total health expenditure. The formal private network is a minuscule component of India's health sector and is focused on secondary and tertiary care for urban India.
- Over **60% of healthcare expenditure** in India is incurred by individuals whenever they seek care. Money is spent on seeking healthcare services from several informal providers and on purchasing large quantities of irrational medicines directly from pharmacies.
- As a result, India's largely unorganized healthcare sector is focused on **curing sick people rather than preventing sickness itself.**
- Average individual is not even aware of his/her health status and is completely dependent on the doctor or surgeon for medical advice.
- A careful study reveals **three essential principles** that are central to the design of each of these successful health systems:
  - ✓ pre-payment with pooling;
  - ✓ concentrated purchasers with organized providers; and
  - ✓ The government's role as an active shaper and steward of the entire health system.
- Leading health systems, such as Thailand and the privately-owned Kaiser Permanente in the US, have gone one step further and now require providers to share the risk of the ill-health of the customer, thus ensuring that providers become sharply focused on customers' well-being and continued good health.



- In India, each state represents a different social, economic, and cultural environment, and will need a **customized approach** towards its health systems' redesign.
- However, there is no fundamental reason why each state cannot use these guiding principles to aspire to build a strong health system.
- It is clear from global experiences that for any country that has achieved successful reform of its healthcare system, these three core design principles have played a singular role, without relying on free markets.

Innovative Financing for Health System:



- India is undergoing **demographic, epidemiological and nutrition transition**. Improving health care and increasing the number of people who are healthy is the development goal of any country.
- National Health Policy 2017 has committed increasing health expenditure to **2.5% of the GDP by 2024-25.**
- Innovative ways of healthcare financing to create more money for health and enhancing capacity and efficiency to get more health for money are the options to support developing economies to deal with unfinished agenda of Millennium Developmental Goals (MDG) and to create a roadmap for Sustainable Developmental Goals (SDG).
- Healthcare spending in India including public and private sector was **4.7% of the country's GDP in 2014**, in which 3/4th is from private sector.
- **Three of the MDGs** focussed on health whereas health also remained a component of other MDGs. Health is also related to other sectors like water and sanitation, women and child development, social welfare, tribal affairs, urban development, agriculture, industry, environment, rural development and transport etc. Therefore, health outcomes are much beyond the allocation towards health sector.
- Other sectors also have cross building effort on health. In India, to generate more resources for health, there is a need to consider review of taxes and subsidies which play a preventive role in controlling communicable and non-communicable diseases.
- For Instance**, commodities that harm health needs** to be declared sin and heavily taxed and taxes to be earmarked for preventive and promotive healthcare whereas those beneficial need to be subsidised.
- In India, as per 2017-18 budget documents, **10% of government spending** is earmarked for subsidies for food, fertilizer and petroleum etc. which have direct and indirect health effects. Hence subsidies need to be reviewed periodically.
- **Raising taxes on harmful commodities** may not only improve health but can generate more fiscal space for health.
- In case of India, **taxes on alcohol, tobacco, salt and sugar** will not only generate additional resources, but would be preventing communicable and non-communicable diseases and contributing to easing burden on health systems.
- At present, communicable and non-communicable diseases **cause more than 65% deaths,** the fiscal deficit created due to raised taxes would be impacting socio-economic and cultural factors in a low and middle class society.
- **Heart diseases and stroke** are the leading causes of catastrophic expenditure in India and the main reasons of families below poverty line trap into poverty.
- Subsidies on commodities such as sugar, diesel, kerosene and coal needs to be reviewed and savings to be diverted to nutritious food and clean renewable energy sources.

- Therefore, increase in taxes need to be substantial to achieve the desired changes in consumption and move towards phasing it out from life.
- Government needs to be subsidise LPG heavily instead of diesel, kerosene and coal for cooking and fruits, dairy products and protein sources to be promoted for healthy lifestyle.
- According to a 2015 IMF report, government spent **6.5% of the world's GDP** to subsidies energy and energy subsidies exceeded public spending on health and education.
- Reallocating fuel subsidies towards clean fuels and eliminating subsidies on those items which have direct harmful effect on health is necessary to improve health and save scarce resources.
- Policy makers need to document explicitly pros and cons of these reforms of reorienting tax revenue and subsidies and explain provisions on how the losers from these changes would be compensated to ensure that their livelihoods are not compromised.

Questions:

1. **India's largely unorganized healthcare sector is focused on curing sick people rather than preventing sickness itself. Discuss what needs to be done to reform India's healthcare system to make it world class.**
2. **Critically analyse some of the major issues afflicting health sector in India. In your opinion, what solutions are required to address these issues keeping in mind long-term objectives for the sector.**
3. **"The desired maternal and child health outcomes cannot be achieved unless the adolescent health concerns are addressed adequately". In light of the given statement, discuss the government initiatives aimed at improving adolescent health in India.**

Role of Behavior Change Communication in Achieving a Swachh Bharat

Swachhata-Different Milestones in 2017:

Swachh Bharat Mission

- To accelerate the efforts to achieve universal sanitation coverage and to put focus on access to safe sanitation, the Prime Minister launched the Swachh Bharat Mission (SBM) on 2nd October, 2014, the birth anniversary of Mahatma Gandhi.
- SBM aims at achieving **Open Defecation Free (ODF) nation and a Swachh Bharat by 2nd Oct, 2019** thereby paying a befitting tribute on his 150th anniversary.
- **Behavior change is the primary focus and fundamental tool for achievement of ODF outcomes**. The Ministry is doing it by its focused Information, Education and Communication (IEC) programme.
- It promotes gender sensitive information, behavior change guidelines and various mass education activities. The Ministry issued gender guidelines and Menstrual Management Guidelines.
- Sanitation Coverage at the launch of SBM (G) on 2nd Oct, 2014 was **38.70%.** This has increased to **74.15%** as on 18th Dec, 2017.

Swachh Bharat Mission: Making Swachhata Everyone's Business

- **Ministry of Drinking Water and Sanitation** (MDWS) is mandated to convene and coordinate all activities and initiatives towards achievement of a Swachh Bharat, besides its allocated charge of SBM-Gramin.
- In fulfilling this responsibility, the Ministry constantly works with all other Ministries, the state governments, local institutions, NGOs, Faith organizations, media and the rest of stakeholders.
- This approach is based on the Prime Minister's call that Swachhata has to be everyone's business and not only that of sanitation departments.
- A host of special initiatives and projects have come out in quick time in this process. The response from all the stake-holders has been extremely encouraging.

Swachhata Pakhwada

- Swachhata Pakhwada started in April 2016 with the objective of bringing a fortnight of **intense focus** on the issues and practices of Swachhata by engaging Central Ministries and Departments in their jurisdiction. An annual calendar is pre-circulated among the Ministries to help them plan for the Pakhwada activities.

Namami Gange

- Namami Gange Programme is an initiative of Ministry of Water Resources (MOWR), comprising of making villages on the bank of River Ganga ODF and interventions dealing with solid and liquid waste management are being implemented by MDWS.
- All 4470 villages located across 52 districts of **Uttarakhand, Uttar Pradesh, Bihar, Jharkhand and West Bengal** have been declared ODF with active help of state governments.
- Now the Ministry has taken up 24 villages on the bank of River Ganga to transform them as Ganga Grams in coordination with NMCG.

Swachhta Action Plan (SAP)

- SAP, a first of its kind inter-ministerial programme for Swachhta, is a concrete realization of Prime Minister's vision that **Swachhta is everyone's business**. All Union Ministries/Departments have started to work for its realization in a significant manner with appropriate budget provisions.
- A separate budget head has been created for this by the Ministry of Finance. During the financial year 2017-18, 77 Ministries/Departments have committed funds worth Rs12468.62cr for their SAPs. SAP implementation started on 1st April 2017.

Swachh Iconic Places (SIP)

- Under the inspiration of Hon'ble Prime Minister, the Ministry has taken up a **multi-stakeholder initiative** focusing on cleaning up 100 places across India that are "iconic" due to their heritage, religious and/or cultural significance.
- The goal of the Initiative is **to improve the cleanliness conditions** at these places to a distinctly higher level. This initiative is in partnership with Ministries of Urban Development, Tourism and Culture with MDWS being the nodal ministry.
- So far in first two phases, 20 iconic places has been taken up. All these 20 Iconic Sites have designated PSUs or corporates for financial and technical support.

Swachh Shakti, March 8, 2017

- Swachh Shakti was organized on March 8th, 2017, International Women's Day. Around **6,000 selected women sarpanches**, **grassroots workers** from across the country attended the event, and Swachhta Champions were honoured for their outstanding contribution towards making Swachh Bharat a reality in rural India.

Freedom from Open Defecation (FOD) week (Aug 9 – Aug 15)

- Information Education **Communication**(IEC)activities like door to door IPC, Swachhata Raths, Rallies, Marathons, Felicitation of Champions, Quiz/painting competitions for Awareness generation and mass mobilization of communities across the rural hinterland was carried out for triggering Behaviour Change.

Swachh Sankalp se Swachh Siddhi Competition (Aug 17-Sep 8)

- The Hon'ble Prime Minister has given the clarion call to achieve a **New India by 2022** under **Sankalp se Siddhi**, a mass resolve to make all dirt and filth quit India.
- In pursuit of this vision, MoDWS organised countrywide Film, Essay and Paining Competition as another major step towards making Swachhta a people's movement.

Darwaza Bandh Media Campaigns

- **Aiming at Behavior Change**, an aggressive mass media campaign titled **'Darwaza Band'** featuring Amitabh Bachchan to promote continued toilet use especially by men has been launched.
- The campaign includes 5 TV and Radio spots in 9 languages including Hindi and has been successfully launched on the mass media across the country.

Swachhata Hi Seva (SHS), Sep 16-Oct 2, 2017

- In his Mann Ki Baat address, the Prime Minister called upon the nation to invoke a spirit of cleanliness and perform activities or SHRAMDAN and urged all NGOs, schools, colleges, social, cultural and political leaders, corporates, government officials, Collectors and sarpanches, to accelerate Swachhata activities during the Sept 15 – Oct 2, 2017 period.

- Prime Minister, Narendra Modi led the campaign by performing shramdan for twin pit toilet construction in Shahanshahpur village, Varanasi.
- He commented that **"Swachhata has to become 'Swabhav'** – it is our collective responsibility to keep our nation clean".
- SHS received a huge response and saw massive mobilization of citizens including armed forces and Divyangs across the length and breadth of the country volunteering for Shramdaan towards sanitation and cleanliness through various activities.

Questions:

1. **Critically evaluate performance of Swachh Bharat Mission.**
2. **The root of the problem of lack of sanitation in India lies in institutional discrimination against the scheduled castes. Comment in the light of objectives of the Swachh Bharat Abhiyan.**
3. **Despite some success, it's argued that there is a key binding constraint to achieving Swachh Bharat under the Swachh Bharat Mission (SBM). What's this constraint? Discuss it's importance for the success of SBM.**
4. **Swachh Bharat Abhiyan should be modified from a scheme providing free toilets, to one encouraging and enabling local governments to construct sewage systems. Comment.**

Textile Sector

- The Indian textile industry is amongst the very few in the world that is truly **integrated from "Farm to Fashion".**
- The textile industry contributes nearly 4% to the country's GDP and 13.5% to manufacturing GDP.
- At present Indian textiles have an excellent opportunity to penetrate global markets as China begins to vacate the space. India must utilize this opportunity.
- Textile sector accounts for **14% of total exports** in 2016-17. It is the largest employer after agriculture.
- Women constitute 70% of the workforce in the garment manufacturing Industry.

Disadvantages suffered by the Industry:

- Technology obsolescence, structural anomalies, poor labour productivity, inconsistent fiscal policies, high cost of capital, labour and industrial laws, poor infrastructure and high tariff.
- The challenge faced by the textile sector include: Environmental concerns, setting up common effluent treatment plants and strengthening the fibre base.

Need of the hour:

- There is a need for **modernization** in textile industry. This increases production, enhance quality, reduce the cost of production etc.
- Government introduced **Amended Technology Upgradation Fund Scheme (ATUFS)** and **Research and Development Scheme** for promotion and modernization of textile sector and support for basic research.
- It is critical time to initiate strategic steps to accelerate the development of textile industry failing which it will be ruled by the textile goods of other economies like Bangladesh, Vietnam, Cambodia, Sri Lanka etc.

Technical Textiles:

- India offers a huge market for the Technical Textiles
- **Geotextiles** can be used in strengthening roads and slope stabilization of fragile areas in North Eastern region and hilly areas and in lining of water reservoir.
- **Agro textiles** can help increasing the per capita yield, reducing water requirement and improving the quality of crops.
- **Medical textiles** have a huge market in the country with the improvement in medical services.
- **Silk textile Industry** activities align with 5 major Sustainable Developmental Goals like: Poverty alleviation, empowering women, sustained inclusive and sustainable economic growth, full and productive employment and rejuvenation of forest flora and increasing green cover.

Government initiatives:

- The Economic Survey 2016-17 of the ministry of finance analyses the growth of the apparel sector, and reveals that there is ample scope for development.
- The Indian apparel industry can grow considering that China is losing ground due to various factors including a rise in labour wages.
- However, there are certain factors that are hindering the growth of the sector, which need to be tackled to ensure its unprecedented growth.

- Creating jobs is India's central challenge. Survey indicates that government should pay attention to labour-intensive sectors to meet the challenge of jobs.
- The apparel and leather and footwear sectors meet many or all of these criteria and hence are eminently suitable candidates for targeting and policy attention.
    - It has good potential to create employment, especially for women.
    - Opportunities for exports and growth.
- India has underperformed relative to **the East Asian competitors**. The Indian underperformance has been particularly marked in the leather sector. Hence effective targeting and policy attention to clothing and leather apparel sector offers tremendous opportunities for creation of jobs, especially for women.
- India is well positioned **to take advantage** of China's deteriorating competitiveness because wage costs in most Indian states are significantly lower than in China.
- The space vacated by China is fast being taken over by Bangladesh and Vietnam in case of apparels; Vietnam and Indonesia in case of leather and footwear.
- **Indian apparel and leather firms** are relocating to Bangladesh, Vietnam, Myanmar, and even Ethiopia. The window of opportunity is narrowing and India needs to act fast if it is to regain competitiveness and market share in these sectors. Hence, the urgency, the Survey indicates.

Target to double textile production by 2025

Targets:

- The Textile Ministry is targeting to double textile production and trade to $300 billion by 2025.
- With the domestic production of textiles at $110 billion and exports and trade at $40 billion, the country's production of textiles at present is worth $150 billion.
- To reach the target, the productivity and yield levels of both cotton fibre and synthetic will be stepped up.

Way Forward:

- **Expanding the production base to non-traditional areas** where abundant land and labour are available.
- The future for the Indian Textile industry looks promising, buoyed by strong domestic and consumption as well as export demand.
- Import duty needs to be enhanced in such a manner that cost of imported textile items is equivalent to cost of those textile items being produced in India.
- **"Zero Defect Zero Effect"** approach in silkworm seed production will take our nation to newer heights.
- **"Per Drop, More Crop"** approach to promote sericulture through optimum utilization of water.
- **Geographical indicators** could be proving to be an effective means of securing a niche market for Indian handloom foreign markets.
- Economic Empowerment of women should gather speed resulting in **"Sab Ke Sath Sab Ka Vikas".**
- It is expected that GST will accelerate textile sector growth in long run particularly in terms of **higher production, export and employment generation**.

Questions:

1. **The textile sector is undergoing a huge churn due to automation, digital printing and the relentless rise of e-commerce. Do you think textile sector needs a national textile policy document, an articulation much like the national telecom policy of 1999? Discuss.**

2. **FDI in the Indian Textile Industry should boost the sector and protect the interest or marginal craftsmen. Comment.**
3. **"The crisis-ridden textile sector, being labour-intensive, should have been an ideal candidate for a push as part of the Prime Minister's pet 'Make in India' initiative." Critically comment.**

Facts for Prelims

"Nari": The National Repository of Information for Women

- **Nari is a niche initiative** by the WCD Ministry to **list all the central and state-specific schemes**. The platform will provide information to women on issues affecting their lives.
- Nari will provide links to the Ministries, departments and autonomous bodies offering the schemes as well as easy access to online applications and grievance redressal.
- The website will have tips on good nutrition, suggestions for health check-ups, information on major diseases, tips for job search and interview, investment and savings advice. Besides, information on crimes against women and reporting procedures.
- It will also have contacts of legal aid cells, simplified adoption procedures and many other facilities.
- It will endow women with the power of information to build their life skills and facilitate them in taking full advantage of the services provided by the government.
- Further to provide a platform for NGOs and Civil Societies to interact with the Ministry of Women & Child Development, **e-Samvad portal** has also been developed which was inaugurated by the WCD Minister.
- Through e-Samvad portal, NGOs and civil society can provide their feedback, suggestions, put up grievances, share best practices etc. This will help in formulation of effective policies and measures for welfare of women and children.
- Empowerment and welfare of women and children is top priority of the government, **NARI and e-Samvad portals** are initiatives in this direction.

Mission Raftar of Indian Railways:

- To **increase speed of trains in Indian Railways**; the mission envisages a target of doubling of average speed of freight trains and increasing the average speed of all non-suburban passenger trains by 25 kmph in the next 5 years.

GPS enabled device in Trains

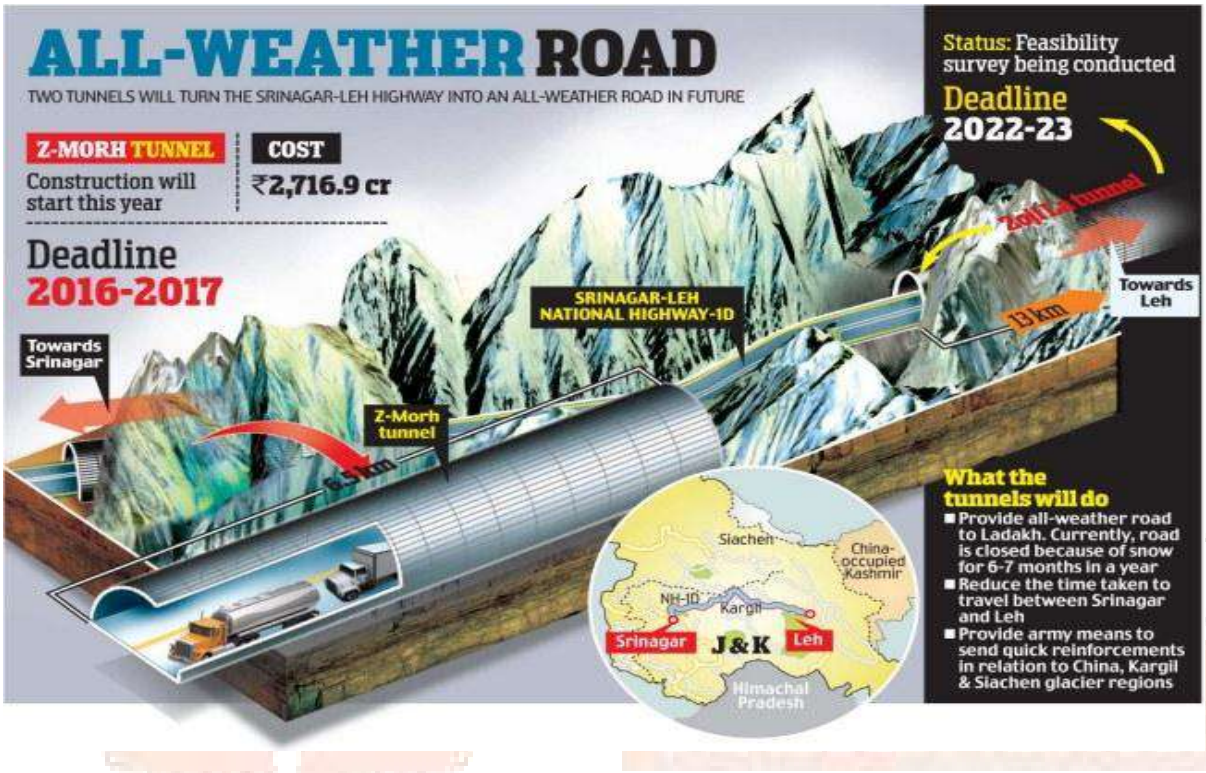
- Ministry of Railways in collaboration with Indian Space Research Organisation (ISRO) is **implementing Real-Time Train Information System** (RTIS) which involves tracking of train by placing GPS / GAGAN (GPS Aided Geo Augmented Navigation System) based devices on locomotives. In Phase-I, the RTIS project will cover about 2700 electric locomotives in which the GPS device will be installed.
- A reliable and high level (about 99.3%) of real time reporting of arrival departure timing updates has been observed, which is considered adequate to meet the RTIS requirements.

Childline Services functional at 412 locations in the country and Child Help Desk at 33 major Railway Station

- The Government of India is implementing a Centrally Sponsored Scheme **"Child Protection Services"**, under the umbrella scheme of Integrated Child Development Scheme, to provide Institutional and Non-institutional safety net for vulnerable children as envisaged under the JJ Act.

- The scheme supports **24x7 outreach helpline service for children in distress**. This service is available through a dedicated toll free number, 1098 which can be accessed by children in crisis or by adults on their behalf from any place in the geographical location of India.
- Currently, CHILDLINE service is functional in 412 locations. In addition to this, Child Help Desk (CHD) has been set up at 33 major Railway Stations.

2-lane bi-directional Zojila tunnel with parallel escape tunnel in J&K



- The Cabinet Committee on Economic Affairs has given its approval to the construction, operation and maintenance of 2-lane bi-directional Zojila Tunnel with Parallel Escape (Egress) Tunnel excluding approaches on Srinagar-Leh section.
- The construction of this tunnel will provide **all weather connectivity between Srinagar, Kargil and Leh** and will bring about all round economic and socio-cultural integration of these regions.
- The project has **strategic and socio-economic importance** and shall be an instrument for the development of the economically backward districts in Jammu & Kashmir.

Bi-directional Zojila tunnel:

- The main objective of the project is to provide **all whether connectivity** to strategically important Leh region in Jammu & Kashmir which at the moment is limited to at best 6 months because of snow on the passes and threat of avalanches.
- This project along with other ongoing projects **like 6.5 km long Z-Morh tunnel** at Gagangir would ensure safe, fast and cheap connectivity between the two regions of Kashmir and Ladakh.
- It will further increase the employment potential for the local labourers for the project activities.
- The project, on completion, would lead to enormous boost in employment as local businesses get linked to National market and the beautiful region is able to receive round the year tourist traffic.
- These sectors will generate employment at multiple levels.