

Duare Sarkar and Good Governance

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ABSTRACT

Governance means all the process of governing that are to ensure accountability, rule of laws, stability, empowerment, transparency, equity and inclusiveness. Governance also represent the social norms, values, decision making etc. As per Global Monitoring Report, 2009 governance as 'power relationships', 'formal and informal processes of formulating policies and allocating resources', 'process of decision making' and 'mechanisms for holding governments accountable'. Good Governance refers to an administrative structure where people can express their views through legitimate immediate bodies or representatives, specially the weaker section of society. Moreover, there will be freedom of expression, the legal framework will be applied impartially, as a result an equitable society will be established and there will be opportunities for the betterment and well-being of the people. Government agencies, the private sector and civil society organizations need to be accountable to the public and institutional partners. For all the people of the country, the government must be maintaining impartiality and transparency in all its dealings. In our country, the Central Government has taken various initiatives to strengthen the framework of Good Governance. Our various states have also come forward to assist the Central Government in this endeavor and they are also taking various initiatives to transform the administrative structure of their respective states and countries into Good Governance in the true sense. The 'Duare Sarkar' is one such example of an effort by the West Bengal Government to successfully deliver all types of government services to every person in the state, and to reflect all the features of Good Governance in the right sense.

Keywords: *Meaning of Good Governance, Attributes of Good Governance, What is Duare Sarkar, Positive and negative impact of Duare Sarkar, Duare Sarkar - an effective method of Good Governance.*

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1. Introduction

Governance is the process of decision- making and the process by which decisions are implemented (or not implemented). In the 1992 report entitled as "Governance and Development", the World Bank has defined Good Governance, – "the manner in which power is exercised in the management of a country's economic and social resources for development." The former United Nations Secretary-General Mr. Kofi Annan said, "Good Governance is ensuring respect for human rights and the rule of law; strengthening democracy; promoting transparency and capacity in public administration". He also said, "Good Governance is perhaps the single most important factor in eradicating poverty and promoting development". The concept of Good Governance effectively emerges as a model for comparing inefficient economies or political entities with economics and political entities. Good governance means development of all sectors of society, poverty alleviation, to build democracy in the right sense etc. In this context in our country our central government and state governments also are sponsored many type of schemes, and Duare Sarkar (door-to-door government) is one of them.

Duare Sarkar is that type of developmental scheme initiated by the West Bengal Government. This is a very good and effective initiative in the sense of Good Governance.

2. What is Duare Sarkar?

West Bengal Chief Minister Mamata Banerjee announced a new programme from an administrative public meeting in Khatura at Bankura on November, 23. According to sources the campaign will continue from December 1 to January 30 in four phases in all municipal and panchayat areas across districts. The first round of the campaign would be held from 1st -11th December 2020, second

round from 15th – 24th December 2020, third round from 2nd – 12th January 2021 and the fourth round from 18th – 30th January 2021. It has now been decided that some schemes will be covered in these programme. These schemes are - Kanyashree, Khadya Sathi, Swasthya Sathi, Caste Certificates, Sikshashree, Jai Johar, Taposili Bandhu, Rupashree, Aikyashree, MGNREGS and Krishak Bandhu. According to the Chief Minister of West Bngal, after hearing the needs of the people services will be provided immediately. This is the effort of the West Bengal government to reach the doorsteps of various government facilities. Senior IAS officers will be working as a nodal officer in this project and supervise the overall functioning of the camps and the Block Development Officers (BDOs) will them self be present and the overall progress of works in camps will be monitored from the state administrative headquarters, Nabanna.

The governments setup various committees starting with the state level apex committee headed by chief secretary Alapan Bandopadhyay.

3. Attributes of Good Governance:

Good Governance has 8 characteristics or attributes. These are:-

Participation:

Participation by both men and women is a key cornerstone of good governance. Participation could be either direct or through legitimate intermediate institutions or representatives. It is important to point out that representative democracy does not necessarily mean that the concerns of the most vulnerable in society would be taken into consideration in decision making. Participation needs to be informed and organized. This means freedom of association and expression on the one hand and an organized civil society on the other hand.

Rule of law:

Good governance requires fair legal frameworks that are enforced impartially. It also requires full protection of human rights, particularly those of minorities. Impartial enforcement of laws requires an independent judiciary and an impartial and incorruptible police force.

Transparency:

Transparency means that decisions taken and their enforcement are done in a manner that follows rules and regulations. It also means that information is freely available and directly accessible to those who will be affected by such decisions and their enforcement. It also means that enough information is provided and that it is provided in easily understandable forms and media.

Responsiveness:

Good governance requires that institutions and processes try to serve all stakeholders within a reasonable timeframe. Institutional stakeholders. Who is accountable to whom varies depending on whether decisions or actions taken are internal or external to an organization or institution. In general an organization or an institution is accountable to those who will be affected by its decisions or actions. Accountability cannot be enforced without transparency and the rule of law.

Consensus oriented:

There are several actors and as many view points in a given society. Good governance requires mediation of the different interests in society to reach a broad consensus in society on what is in the best interest of the whole community and how this can be achieved. It also requires a broad and long-term perspective on what is needed for sustainable human development and how to achieve the goals of such development. This can only result from an understanding of the historical, cultural and social contexts of a given society or community.

Equity and inclusiveness:

A society's well being depends on ensuring that all its members feel that they have a stake in it and do not feel excluded from the mainstream of society. This requires all groups, but particularly the most vulnerable, have opportunities to improve or maintain their well being.

Effectiveness and efficiency:

Good governance means that processes and institutions produce results that meet the needs of society while making the best use of resources at their disposal. The concept of efficiency in the context of good governance also covers the sustainable use of natural resources and the protection of the environment.

Accountability:

Accountability is a key requirement of good governance. Not only governmental institutions but also the private sector and civil society organizations must be accountable to the public and to their institutional stakeholders. Who is accountable to whom varies depending on whether decisions or actions taken are internal or external to an organization or institution. In general an organization or an institution is accountable to those who will be affected by its decisions or actions. Accountability cannot be enforced without transparency and the rule of law.

According to the above features, it can be said that, as an example of Good Governance Duare Sarkar is a significantly very good initiative of West Bengal Government. Because through this project, innumerable peoples are easily availing governmental facilities.

4. Good Effect of Duare Sarkar Programme:

According to the initiatives for Good Governance in India the Aspirational Districts Programme (ADP) was launched in January 2018. The programme is aimed at transforming the field of health and the nutrition, education, and water management, financial inclusion and skill development of the peoples under backwards and minority class. Good Governance is argued to be the most important in local government. The Governance with local Government aims to increase civil engagement with more members of the community in order to get the best options that serves the people.

In this sense, Duare Sarkar (Door to Door Govt.) is the most significant initiative because the camps under these projects would be setup in various schools, colleges, community halls and panchayat offices, so that maximum number of people can avail the benefits of such government schemes. Through this outreach programme inclusion of around 2.50 crores beneficiaries under the 'Swasthya Sathi' health scheme, which has recently being made available for all people, will be done. Beside this receiving application and addressing queries or grievances on any government sponsored scheme, the state government would hand over job cards under MGNREGS, caste certificates and rectify names and addresses in ration cards, voter card at these camps. To improve the life and the status of the girls by helping economically backward families with cash 'Kanyashree' is an initiative taken by the Government of West Bengal so that their families are do not arrange the marriage of their girl child before eighteen years. The purpose of this initiative is to uplift those girls who are from poor families and thus can't pursue higher studies due to tough economic conditions. This scheme has been given international recognition by the United Nations Department of International Development and the UNICEF. But due to various reasons, many economically backward families' girls were reluctant to register their names under this project, so this project has also been brought under door-to-door government. Then we also say about 'Rupashree', another scheme under this programme. This scheme also provides a one-time financial grant of Rs. 25,000 for economically backward families, whose family income is not greater than Rs. 1.50 lakh per annum at the time of their adult daughters' marriages. 'Aikyashree' the State Scholarship Scheme for education and 'Sikshashree' Scholarship Scheme for scholar students of Class V to VIII belonging to Scheduled Caste and Scheduled Tribe category under this programme. Next two schemes is Jai Jahor and Taposili Bandhu, this are the new pension scheme for scheduled cast and scheduled tribes. In an emergency situation all the work under this programme is being done in a very short time by the camps. There is no doubt that all the schemes under this program are satisfactory, effective and important for all human life.

Around twenty thousand camps will be organized across the state under this programme. The camps would be held in four phases. In the first phase people would be informed about the schemes and eligibility for the enrolment. From are distributed to the peoples as their grievances or problems and government staff would help people in filling them up. The information of the forms is directly entered in computers through online mode in camps. If people where fail to submit the forms along with the require documents in the first round they will be submit the same into the second round too and the services would be provided in the third round and the fourth round also. Through some words of Mamata Banerjee the Chief Minister of West Bengal, we get the proof that this initiative of the government has aroused good response among the people. She said " I am immensely pleased to announce that in just 2 weeks, over 1 crores people across Bengal have enthusiastically visited more than 10,000 Duare Sarkar camps envisioned to ensure doorstep delivery of govt. services and benefits. I wholeheartedly congratulate all the government of west Bengal officials and volunteers who worked round the clock to organize these camps every single day at such a massive scale. I would also like to thank every participant who visited and availed services at these camps". The Chief Minister Mamata Banerjee also added in her speech that "I assure all that we will leave no stone unturned in ensuring that the people of Bengal are able to get the benefits of government Services that they are eligible for, right at their doorstep".

5. Negative Impact of Duare Sarkar Programme:

This topic has yet been seen very few negative impact. Such as, we know that now a pandemic situation is going on, the COVID-19 virus did not leave completely from our society. But despite that, there are long lines in these camps, crowds are gathering. As a result the chances of contracting the virus are increasing. Because most of the camps do not follow the corona rules. Moreover, many old people are getting sick after standing in line for a long time, many times it is too late to get the service because there is no link or internet problem. Problems are being created among the people with many schemes under this programme, such as not getting proper treatment under the 'Swasthya Sathi'. The private nursing homes are refusing the patients under this project. According to the private nursing home, the money allotted by the government for treatment is not enough. Then Rupashree, Kanyashree's money is not available on time. So we see that people are facing a lot of problems.

So in my opinion, the government needs to look into these issues and solve the problems, so that the Duare Sarkar programme can really reach the door of the people and provide government assistance.

6. Duare Sarkar, as an effective method of Good Governance:

Lower- level governments can only work efficiently if they are given the power to do so. This is especially relevant for the Panchayati Raj Institutions, which are currently inadequately diverting funds as well as failing to perform institutionally assigned tasks. The socially and economically backward sections of the society have always been marginalized in the process of development. Although there are constitutional provisions for their development, in reality they are lagging behind in many areas like education, economic well-being etc. According to Swami Vivekananda, - "it is impossible to think about the welfare of the world unless the condition of women is improved. It is impossible for a bird to fly on only one wing". Good Governance is said to solve all these problems of the society, also to alleviate poverty, to develop the socially and economically backward classes, to take women forward, to educate them. Judging from these aspects, Duare Sarkar is a perfect example of Good Governance. Because the government has launched this project to solve all these problems of the people of the society.

Then Duare Sarkar is also the example of e-Governance. In e- Governance "e" stand for electronic, that means government use the information technologies such as internet, wide area networks, mobile computing, that have the ability to transform relations with people, businesses, and other arms of government. Technology for the betterment of our society, internet enables the availability of services anytime, anywhere. Along with this, the people are aware of the various activities of the government. Such as, all the issues related to the Duare Sarkar are given to the government's web portal, which schemes are planned for this programme, who are eligible for these projects, all information is easily known from here.

7. Concluding Observation:

The effective activities of administration are the main concern of each citizen of the country. Citizens are ready to pay for good services provided by the state, but whatever is necessary is a transparent, accountable and transparent governance system that is absolutely free from bias and prejudice. In that sense, Duare Sarkar (door-to-door government) is a temporary but effective effort. According to political observers, the state government will manage these projects as an effective tool to get public support before the high voltage election. Although the project is an attempt by the government to win the support of the people for the upcoming elections, but it is also to say that this project is very useful for the people.

Table 1: The number of applications, approved application and service provided with percentage.

Sl. No.	Scheme Name	Number of Application	Approved Application and Service Provided	Percentage of Service Provided	Card Provided
1	Khadya Sathi	714000	318000	44.53%	Not Applicable
2	Aikyashree	19000	15600	82.10%	
3	MGNREGS	752000	476000	63.30%	
4	Jati Shansapatra	971000	79000	8.14%	
5	Manabik	17000	12000	70.59%	
6	Krishak Bondhu	190000	153000	80.52%	

Source: Nabanna Press Release of HCM PC 21.12.2020

The table 1 shows the number of applications, approved application and service provided and also the percentage of service provided up to 21st December, 2020.

- **Khadya Sathi Scheme:** In the camp, 13 lakh 44 thousand people have been contacted, 7 lakh 14 thousand applications have been submitted, and 3 lakh 18 thousand (44.53%) people have been provided services.
- **Aikyashree Scheme:** in the camp, 14 thousand people have been contacted, 19 thousand applications have been submitted, and 15 thousand 6 hundred (82.10%) people have been provided services.
- **MGNREGS Scheme:** in the camp, 10 lakh 82 thousand people have been contacted, 7 lakh 52 thousand applications have been submitted, and 4 lakh 76 thousand (63.30%) people have been provided services.
- **Jati Shansapatra Scheme:** in the camp, 5 lakh 24 thousand people have been contacted, 9 lakh 71 thousand applications have been submitted, and 79 thousand (8.14%) people have been provided services.
- **Manabik Scheme:** in the camp, 11 thousand people have been contacted, 17 thousand applications have been submitted, and 12 thousand (70.59%) people have been provided services.
- **Krishak Bondhu Scheme:** in the camp, 3 lakh 10 thousand people have been contacted, 1 lakh 90 thousand applications have been submitted, and 1 lakh 53 thousand (80.52%) people have been provided services.

8. Methodology and Data Collection:

I used historical, analytical and survey method for this research and secondary data like online sources, government reports, various newspaper articles, books etc. have been consulted for the development of this work.



(Pictures collected from Gazole Block, Malda, West Bengal On 07.01.2021)



(Pictures collected from Harishchandrapur Block -I, Malda, West Bengal On 08.01.2021)



(Pictures collected from Old Malda Block, Malda, West Bengal on 04.01.2021)

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