

CHAPTER IV

CONCLUSION

Both NERSWN and NEDAN FOUNDATION are the two prominent NGOs of Kokrajhar district. In Kokrajhar district, there are several small NGOs undertaking small projects at hand. But both these NGOs are undertaking several big projects funded by several donor agencies and with appointment of a large staff. Both these NGOs are working in the conflict affected villages with the objective of bringing peace and development in the region. Both similarities and differences have been found from the study of both these NGOs. Both have different projects at hand undertaken according to their objectives. Only one similar project have been found i.e. Child Protection and Education. Both these NGOs are playing the role of advocacy and service delivery. However, NERSWN is playing more service delivery than NEDAN and NEDAN is playing more advocacy role than NERSWN.

Following are a discussion on the findings of the study of these NGOs

4.1 Findings from the study of NERSWN

Following are the main findings from the study of NERSWN-

1). The donor agencies of NERSWN are National Foundation for India, OXFAM, Terre des Hommes, UNICEF, DKA Austria, Church's Auxiliary for Social Action and Azim Premji Foundation.

1). NERSWN has two projects for rural development. One is Livelihood for the conflict affected people. Another is Water Governance for the people living in the trans-boundary areas of India-Bhutan and India-Bangladesh.

2). In the Livelihood project, out of the 60 respondents, 58 respondents have told that the activities of NERSWN are helping them to improve their economic condition and 2 respondents have said that their activities are helping only to some extent.

3). The project of Water Governance is being implemented in South Salmara, Dhubri and Saralpara. But the study area is limited only to the Kokrajhar district and the project is very new in Saralpara.

4). Between 2016-17, it constructed washrooms in 24 Schools which include both LP and High Schools.

5). It has been found from the field survey that out of the 70 respondents 100% respondents have told that they have learned about child labour, 100% respondents about child marriage, 85.71% respondents about child trafficking, 28.57% about health and hygiene, 28.57% respondents about saving system and 71.42% respondents about child line number.

6). It has been found out from the survey that if any issues of children like child marriage, school drop outs etc. occur in the village, then the adolescents themselves use to tell the field staffs.

7). NERSWN is also working for the women vendors. Two associations has been constituted- Kokrajhar Aijw Falangi Afad (Kokrajhar Women Entrepreneur Association) and Gossaigaon Aijw Falangi Afad (Gossaigaon Women Entrepreneur Association). However, at present, there is no special staff to look after the women vendors.

8). It has been known from the survey that there is no increase in the members of Aijw Falangi Afad. It has been the same since its birth.

9). The respondents of Aijw Falangi Afad have told that by becoming the members of this association, they are getting the knowledge and the courage to raise their voice.

10). In the survey of the activities of NERSWN, it has been seen less participation or lately coming of the people in the trainings, meetings or discussions as people give primary importance to their personal work.

11). It has been known from the survey that though the women vendors have obtained training for making candle and flour, but they have not utilized these knowledge.

12). Five challenges of NERSWN have been found out. These are- lack of enough human resource, lack of enough fund, difficulties in making people understand, scattered fields and lack of leadership quality of most of the staffs.

These are the findings from the study of NERSWN. It has been found out from the study that NERSWN have undertaken various activities in a conflict ridden area like Kokrajhar. In Kokrajhar, children are the victims of various human rights violation. In this case, the steps adopted by NERSWN for reaching out the community of children, providing them knowledge about their rights and protection and also involving the villagers in this activity is quite commendable. Their activities are making the children to have courage. Because of their activities children especially the girls of Muslim village are able to come out, play and learn. The people affected by ethnic conflict are also provided livelihood support by it. Large numbers of women vendors are seen in the markets of Kokrajhar district who have selected vending as their profession. In this regard, the working of NERSWN for the empowerment of women vendors and helping them to raise their demands is noteworthy.

4.2 Suggestions

However, following suggestions can be put forwarded with regard to the working of NERSWN-

1). With regard to the less participation or lately coming of the people in the trainings and meetings and discussions, people needs to be made more enlightened and conscious with regard to the objectives and activities of NGO.

2). Enough staffs for each and every project should be appointed so that scattered villages can be effectively maintained.

3). Aijw Falangi Afad needs to be more strengthened. There should be special staff for guiding and looking after the women vendors.

4). The members of this association should also be increased. The other women vendors should be encouraged to join this association.

5). Loans from the Women's Bank should be provided only for the entrepreneurial purpose.

6). Steps should be taken for the utilization of the knowledge of women vendors for their entrepreneurial development.

7). NERSWN needs to take more initiatives and activities for the women vendors.

8). The women vendors need more guidance and encouragement from NERSWN.

9). The Aijw Falangi Afad should be made an active association. NERSWN should enable them to play a leading role to all the women vendors of the district.

7). Government should also cooperate with them and provide sufficient amount of fund as they are working for bringing a change in the society.

4.3 Findings from the study of NEDAN FOUNDATION

1). The donor agencies of NEDAN FOUNDATION are DKA Austria, UNICEF, I Partner, Child Line India Foundation and One Stop Centre.

2). NEDAN is working on child protection through a project called Child Protection and Education and again through I Partner also.

3). It is adopting three steps on this viz. prevention, protection and reintegration.

4). It has been found from the field survey that out of the 70 respondents 42.85% respondents have told that they have learned about child labour, 57.14% respondents about child marriage, 42.85% about trafficking, 28.57% about child line number, 42.85% about child protection, 28.57% about right to education and 14.28% have learned about how to make people understand.

5). Vocational training are also being provided to those children who are the victims and who have left their study.

6). NEDAN is a member of Anti Human Trafficking Unit.

7). It is protecting children from trafficking, child marriage, child labour and school drop outs.

8). It is not only protecting children but also running a children home where such kind of children are being kept.

9). It is also protecting women from trafficking.

10). The I Partner project is providing livelihood support to the victims of trafficking. The project is trying to bring and integrate them to the mainstream society.

11). People can also inform about trafficking, child marriage, child labour through a child line number 1098.

12). People can also inform about trafficking through sms-NEDANK<space>.....to 9229224424. About 15,000 adolescents are associated with the sms system.

12). It has been known from the survey that children are kept at Destination Girls' Home only till the age of 18 years.

13). The project I Partner is trying to make the victims of trafficking economically independent as economic condition is one of the main reason of trafficking.

14). NEDAN has also one project called 'One Stop Centre' which is a centrally sponsored project emerged from Nirbhaya Gang Rape case. People can inform to this centre about any crime against women.

15). However, it has been found out from the study that the projects I Partner and One Stock Centre is not empowering women.

These are the findings from the study of NEDAN FOUNDATION. The impact of their activities on children is that children are coming out of their home and they are getting knowledge on their protection at their village itself. Specially, in the Muslim villages girls are able to come out of their home to play and learn. Their activities are also making the children to have courage. Again, involving the villagers on their activities of child protection is

commendable. Again, the working of NEDAN on anti-human trafficking and providing livelihood support to the victims is quite commendable and noteworthy.

4.4 Suggestions

However, following suggestions can be put forwarded with regard to the working of NEDAN FOUNDATION-

- 1). Enough staff should be appointed for each and every project.
- 2). Singing should also be done in the fields of Muslim village, though not folklore singing.
- 3). Along with singing, showing of drama should also be undertaken. Then, children and people will understand much better.
- 4). Government should also provide sufficient fund for them.
- 5). Government should maintain such kind of environment so that donor agencies feel themselves secure and need not to afraid to come.

NGOs are meant to bring a change in the society. They strive to fulfill the gap left out by the government. They are the one who reaches the community, work with them and work for them. However, it has to be mentioned that a large numbers of NGOs are not effectively functioning. Many of the NGOs have lack of transparency. They use suspicious methods. In ancient India, persons associated with voluntary work possessed a spirit of service and dedication. However, the scenario has changed now. NGOs are lacking important requirements and are facing many challenges in the 21st century. Following are some of the core requirements for the successful working of NGOs in modern world-

1). Need of Honest and Dedicated Person

The human element is the most important element to make an NGO a successful one. Now-a-days, many people associated with NGOs are less service oriented and are more interested in earning money by working in NGO. Therefore, many NGOs are lacking people with leadership quality. The work of NGOs is to bring a positive change in the society. For this,

leadership quality is the major requirement for the people working in NGOs. They have to be honest, truthfulness and fully dedicated to the service of humanity.

2). Ethical Values and Practices

Ethics are the moral principles for human conduct. Ethics are necessary in human conduct to reason, to analyse and to search for morally correct decision and correct position. In the area of public services, ethics are called administrative ethics. Many NGOs are involved in using unethical practices for getting money. Because of this, people look at them with distrust and suspicion. NGOs to be a successful one should keep itself away from all the unethical practices. The administrators of NGOs should work in a way which is ethically correct.

3). Need of Transparency to Build People's Confidence

There are several NGOs and voluntary workers who are serving the society with devotion and honesty. However, because of the negative activities of some organizations, the whole NGO sector is being looked with suspicion. As a remedy to this situation, both government and NGO workers should take a keen interest to promote voluntarism with true spirit and devotion. Fraudulent organizations should be avoided which are giving a bad name to the NGO sector. The government should encourage committed and devoted NGOs and punish those suspicious NGOs. Government policies should also be directed towards the improvement of the performance of NGOs.

4). Need for Evaluation of NGO Performance

It is seen in most of the NGOs the absence of effective mechanism to assess and evaluate their performance especially by the beneficiaries. For this, it is necessary to built a transparent and easy-to-operate mechanism into the organizational structure so as to allow the beneficiaries to express their views. It will facilitate empowerment and participation by the beneficiaries. Donor agencies and the government giving grants-in-aid should influence, help and encourage NGOs for developing such a mechanism and also look after its use. They should also monitor the use of resources by the recipient NGOs. The beneficiaries should also be involved in the monitoring process. Such kind of attempt will definitely strengthen the role of NGOs and will generate more confidence among the beneficiaries.

5). Strengthen NGOs' focus on the people

There is a need to strengthen NGO's focus on the people. It is evident that NGOs are losing their roots and forgetting its importance by making itself closer to the vested interests and far from the poor and disempowered. Therefore, steps should be taken to evaluate their performance. However, performance should not only be judged through the creation of physical assets but also by how much they have accomplished their important objective of empowerment and participation of the target groups.

6). Improve the Grants-in-Aid System

The grants-in-aid system to the NGOs should also be improved. The grants should be provided only in the priority area after conducting proper surveys and advance planning. The sincere efforts made by comparatively small NGOs needs to be encouraged by providing grants-in-aid. For the successful completion of the work or programme, adequate amount of grants should be provided. It is also necessary to look after the required resources while determining the amount of grant. There is a need for the evolution of a system of periodic evaluation of the utilization of grant by the grant receiving agency. Future grants should be released only after the evaluation.

There is a need for the improvement of the staffing pattern of NGOs. The low pay scale and inefficient working conditions of the NGOs are not able to attract qualified and devoted staff.

The information regarding any change in the grants-in-aid system and introduction of new schemes must be provided to the organization on time.

Because of the incomplete and sketchy information supplied by the voluntary organizations, the grants are not timely released. For this, the government departments should provide regular guidance to the VOs by using latest communication techniques.

It is also necessary to make the VOs less dependent on government grants and should be encouraged to be self-supportive. The provision of grants can be reduced for some selected services.

Most of the VOs work in easily accessible areas and undertake those welfare activities which are easily organized and routinely worked. Thus, the hilly and the remote areas are mostly neglected. Voluntary organizations should be encouraged to undertake voluntary activities in such areas.

Along with the above, the following steps should also be adopted-

1). An NGO should be registered only after the proper verification of the credentials of the person associated with it. For this, a public notice inviting objections from the public should be given in the newspaper along with names of the persons, objectives of NGO and so on.

2). The representatives from the beneficiaries should be selected and included in the Managing Committee of NGOs.

3). Audit should be done by Accountant General.

4). Steps should be taken for an outside evaluation of the report submitted by NGOs.

5). If an NGO is found to be fraud or involved in corruption, then its registration should be cancelled. Along with it, all the persons associated with it must not be allowed to form another NGO.

6). The NGOs receiving donations of more than rupees 5 lakhs must come under the Right to Information Act.

The present era is the era of globalisation. Because of the liberalization of the economy, the role of the state has been recognized under the influence of World Bank and IMF. With the coming of the process of Liberalisation, Privatisation and Globalisation, the voluntary organizations has become less dependent on the government. They are now able to receive international funding independently. The NGOs now have become an important element in the formulation and implementation of public policy and also in the governance of a democratic system.

Dr. Manmohan Singh had a little apprehension about the role and functioning of NGOs. The concept of voluntarism also interrupts here. The Seventh Five Year Plan made an attempt to set up a National Council and State Councils of voluntary agencies for regulating the affairs of

NGOs. Attempt was also made to establish a code of conduct for bringing accountability in the administration of NGOs. However, a tough resistance to this attempt was seen. On the contrary, Rajni Kothari, noted Indian Political Scientist was in favour of this move. She appreciated this attempt and explained, “Nothing could be more liberalizing, more indeed liberating, than this. Among other things, it will put an end to dependence on the foreign funds, give equal importance to small and medium scale organizations against the large ones, which at the moment, get a lion’s share of both government and foreign funding, enable the NGOs, to come together on a common platform, irrespective of ideological and other differences, thus putting an end to the present fragmentation, and through all this, to equip them to assume a major role in the development effort, and in reaching out ‘to the people’ which the government itself unable to do as has indeed been arranged by critics so long.”

The de-bureaucratisation of public administration has helped in reinventing the governance through the role played by the civil society organizations. When there was emphasis on people-centric governance at the grass root level, the NGOs who knows about the ground realities and worked in close association with the people at the grass root level were considered as promoters of people’s participation. In 1994, the Planning Commission adopted an action plan for bringing a close collaboration between the voluntary organizations and the government. The plan emphasized on two important roles of NGOs- i). service delivery and implementing governmental programmes ii). mobilizing and organizing the marginalized sections of the society with an objective of empowering them.

The NGOs should fully utilize the recent developments in their favour. For playing a constructive role, it can extend formal and informal participation to the government. The NGOs should make itself trustworthy for the people. It should be able to articulate their needs and be able to convince them that they are working for bringing a change in the society by removing social inequalities. They should encourage the people for more and more participation at the grass root level.

In the present socio-economic and political environment, there are some areas of agreement and disagreement, cooperation and confrontation between the government and NGOs. Some NGOs cooperate and coordinate with the government and also act as the spokesman of the government. On the other hand, a few NGOs strongly oppose the policies of the government.

Some of the NGOs seeks to build a better partnership with the government on the issues of the people, agrees even disagrees with it based on the confronting issue and seeks for further improvement. Such kind of healthy relationship between the government and NGOs should be strengthened through the proper exchange of information between them. The departments concerned should provide necessary requirements and infrastructure to the NGOs, organize training programmes for the staff of NGOs for the effective capacity building of NGOs.

In the rural development programmes, the NGOs can identify the genuine target groups of the rural areas for making the service delivery more effective. NGOs support and supplement the governmental efforts of delivering services and become instrumental in the empowerment of the marginalized. NGOs can experiment new approaches and strategies. Therefore, they can play a vital role in close association with governmental departments in rural development. NGOs have innovative capacity, experience and expertise. Therefore, they can influence the policy makers and improve the quality of governmental policies.

In our country, NGOs also undertake the issue of human rights. Several human rights movements have emerged due to the showing of concerns by the NGOs for the protection and promotion of human rights of individuals and groups. They have also organized the people to raise their voice against the violation of human rights.

Thus, NGOs should try to bring a revolution in the society and also in the state and private sector. It should be strong enough to influence the people and the state.

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