

- *Democracy does not end by our consent seal alone.*
- *It should be a living, ongoing process with positive energies.*
- *It needs to be action oriented and not reactionary oriented.*

*“A leaking pot cannot be rectified with outer Sealing alone; it needs internal sealing as well.”*

*Democracy is the essence of freedom and it evolves through responsibility / accountability*

# Tuning Of Delivery Mechanisms

## CONCEPT SUMMARY

### A developmental breakthrough for real democracy

Many a times, all the developmental failures are attributed towards political parties and their leadership. All the political parties work under the same gloves of bureaucrats and officials with the same administrative mechanism and hence the problems remain the same.

Considerable amount of Government revenue is being spent on salaries and administration without ensuring proper accountabilities to the general public. In the private domain no employee can survive more than a month or two without fulfilling his accountabilities whereas in the public governance the employee is guaranteed for his services for a stipulated period of 60 years without such accountabilities to the public in general.

**The Government is spending several crores on various developmental programmes in each taluk. Unfortunately the Governments do not have a well-established communication system to inform the people about programme details and their achievements. Many people do not even know the existence of certain departments and no one knows, what are the programmes available in a given time in various departments?**

Though the literates can access the information through print media, what is available through the press is the overall allocation of funds on certain major developmental programs at national or state level. The press / media cannot follow up the progress of various initiatives. People are rather interested to know when and what is being allocated to their constituencies and how to avail them.

Lack of appropriate and regular information dissemination system makes public remain in dark on the developmental works and the bureaucracy and the political cadres exploiting the situation to their advantage leading to various misappropriations.

When we switch on the TV, we hear what is happening at state, national & International levels and unfortunately we are not able to access the information on things happening around us, on local happenings on public issues.

The Central and State governments have initiated de-centralization of administration in recent years and created various democratic institutions like Zilla Panchayaths, Taluk Panchayaths, Village Panchayaths and various development boards / corporations. However, with no change in the way the information is disseminated, these democratic institutions are politicizing the administration leading to more corruption and division in the society on caste and class lines.

*When government departments have the right to verify the accounts of private business entity's under various tax laws, it is the primary responsibility of the administrators to exhibit their accountability to the common masses in a manner where they can judge the performances.*

*Sound representative democracy can be achieved through this popular governance mechanism where in grass-root level communities are involved across all sections of the society in judging the fairness of governance and thereby, act accordingly while exercising their franchise in a rightful way.*

*All our developmental interventions are not able to create better social value in the society, because these interventions are not able to address the basic problem of corruption in the implementation of various developmental programmes. The present norm is more development leading to more corruption.*

Working with piece meal approach towards addressing corruption is like working along with the problem and not with the solution to a larger extent. Unless we evolve a holistic approach with popular governance mechanism, no amount of crime detection can solve the problem.

In the present administrative mechanism, we donot have any provisions to ensure clearance of files based on sequential order and hence the concerned officials exploit the situation with corruptive practices in clearing the files. By ensuring the publication of clearance of files periodically, the public can question the concerned officials for their biased clearances.

Next to salaries and allowances, major portion of the government revenues are being spent on public infrastructural works like roads, buildings, etc.,. It is a well-known fact that considerable amount of money is swindled in the execution of various public infrastructural projects. If it becomes mandatory for the concerned departments to publish the quality specification and cost factors in advance, the public will have the right to question the department for their sub-standard implementation. Further, there should be a mechanism for the public to question the certifying agency for the quality certifications and they should be held responsible for such certifications.

The basic problem for unrest in many democratic countries in the world is because of corruptive governance. Corruptive governance can be addressed only through the involvement of common masses in the governance.

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The popular saying of “yatha praja thatha raja” (The quality of leadership is the reflection of the quality of common masses) indicates the necessity of involvement of common masses in the governance.

Towards this objective, Govt. of India as well as Govt. of Karnataka have passed appropriate legislations under right to information act and provided the public with an opportunity towards this objective.

Since the general publics are engaged in their own affairs, they may not find time to ascertain the information from various departments under right to information act.

***Hence there is a great need for collective effort to ascertain this information regularly from all the developmental institutions and disseminate this information to the public through regular taluk / block wise periodicals. With such collective effort, the purpose of right to information act can lead to enhanced transparency and accountability and create proper checks and balances both on administrative machinery and political leadership.***

With this understanding, RORES initiated the dissemination of all programme details to be launched and their progress reports through a bi-monthly magazine called “**ARIVU SAMPARK**” in all the 5 taluks of Kolar district in Karnataka with different taluk editions.

Within a span of 4 years we have reached out to 12000 circulations in the district and creating lot of positive reactions from the public on various programmes and it is exhibiting definite impacts.

In addition to the newsletter, we are in the process of establishing a call centre facility called tele-sampark, to facilitate the public with required contact details of various line departments and approach mechanisms so that they can address their problems both individually and collectively and thus create a positive interactive platform between the public and government officials with effective transparencies and accountabilities.

In addition to governance issues at gross-root levels, this tele-sampark facility will also provide the un-organized sector with required and demand driven contact details on various of their buying’s and selling’s, service provider details, employment opportunities by linking them with contact details. The tele-sampark initiatives have the potential to create self supportive mechanism to this development venture in the long run.

Further we are in the process of establishing a community radio where in we can debate on local developmental issues to the larger audiences.

This rationalization process is aimed at changing the mind-set of the community with logical reasoning towards positive and constructive ways of improving the governance mechanisms with effective people’s participation.

***Yad-bhavo Thad-bhavathe***

## THE BASIC FEATURES AND IMPACT OF THE DEVELOPMENTAL MAGAZINE

- a. With due publicity to the programmes, instead of departments / elected bodies identifying the beneficiaries, the eligible candidates can approach the departments to avail the programmes.
- b. Further to such information on programmes, each department can publish educative articles on various subjects such as health, sericulture, agriculture etc., as per the area specific requirements and on a timely manner.
- c. This news bulletin is purely meant for programme information and subject matter knowledge alone.
- d. Since the progress reports are published with beneficiary details, if the programme benefits go to non-deserving families, the public will have the information to question the department for such wrong deeds and thus we can create public pressure on departmental personnel for fair deal.
- e. Further to the individual oriented programmes, the common public related activities like roads, buildings etc., can also be made known to the public with relevant details like cost factors, quality specification etc., so that people can question the implementing agencies about the quality and fairness. Even for democratic institutions like panchayaths, municipalities, milk societies etc., it should become a mandatory requirement to publish their activities and cost factors periodically.
- f. Under this system, the bureaucrats will face high pressure from the public and they will avoid the political cadre interference to a larger extent and thus the people can become watchdogs on the system for better performance.
- g. With such transparent and accountable governance, we can create an opportunity to the common masses to elect better candidates based on performance instead of voting for caste, money, religion or community and thus meaningful democracy can be prevailed upon.
- h. If the programmes are implemented impartially we can ensure social harmony in the villages by reducing factions and favours.
- i. In the present political scenario, only the rich and affluent sections have the possibility to participate in the elections, restricting the possibilities for well-intended and capable people to participate. With this concept of approach, we can create opportunities for the well-intended and capable individuals as well to participate in the electoral politics of democracy.
- j. *The political leaders who support on these lines can enhance their image in the public with their efforts on better governance and they need not depend on their cadre, money and muscle power.***
- k. In a democratic country like India, where economic and social inequalities are alarming, the involvement of general public is necessary to rectify the system at all levels through the empowerment process of common masses.
- l. Under this proposed system, the people can avail the programmes “*as their right*” instead of receiving it as a “*favour from the cadre*”.

## **FUTURE OBJECTIVES:**

- a. To create awareness among the general public in the present working area and to reach out to a cliental base of around 30,000 in the district and their by achieve sustainability.
- b. To publish the news letter on a monthly basis instead of bi-monthly to enhance the effectivity.
- c. To facilitate proper grievance redressal mechanism at district level for better delivery mechanism through call centre facility and community radio.
- d. The call centre facility called Tele-Sampark is aimed at facilitating the public with required contact details of various line departments and approach mechanisms so that they can address their problems both individually and collectively and thus creates a positive interactive platform between the public and government officials with effective transparencies and accountabilities.
- e. In addition to governance issues at gross-root levels, this Tele-Sampark facility will also provide the un-organized sector with required and demand driven contact details on various of their buying's and selling's, service provider details, employment opportunities by linking them with required phone numbers / contact details.
- f. With this Tele-Sampark facility communities expressions and opinions on varies public initiatives will be captured by voice and transmitted through the proposed community radio facility. The community radio will also initiate public debates for a positive mind-set.
- g. To lobby at state and central government level with bureaucracy and political leadership to adopt this mechanism across the nation as a pro-disclosure initiative from governmental side for better transparency and accountability.
- h. Instead of collecting information on Right to information act the pro disclosure mechanism needs to be achieved as a mandatory requirement.

Presently we are implementing this initiative with our self supportive mechanism since four years with many constraints and with a dedicated team.

With this submission we appeal to your good-self to participate in this process in your possible ways and do good to the humanity.

Thanking You,

P. S. Reddy

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Note: Please view the documentary film in our web: <http://rors.in/arivu-sampark/>

And call upon us for the copy of the newsletter.