A STUDY OF THE RECRUITEMENT PRACTICES OF RELIANCE MONEY

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ABSTRACT

This paper focuses on recruitment practices in Reliance Money. Recruitment is a process to discover the source of manpower to meet the requirement of the staffing and to employ effective measures for attracting that manpower in adequate number to facilitate effective selection of efficient workforce. In other words, it is a process of searching for and obtaining applicants for jobs, so that the right people in right number can be selected In this paper the Recruitment Process and Practices of Reliance Money and their Effectiveness in achieving the targets efficiently is being discussed.

INTRODUCTION

The human resources are the most important assets of an organization. The success or failure of an organization is largely dependent on the calibre of the people working therein. Without positive and creative contributions from people, organizations cannot progress and prosper. In order to achieve the goals or the activities of an organization, therefore, we need to recruit people with requisite skills, qualifications and experience. While doing so, we have to keep the present as well as the future requirements of the organization in mind.

Recruitment is one of the most visible roles undertaken by human resource departments in organizations. Recruitment can be considered as part of a trio, 'recruit, reward and retain'. Recruitment is a process of generating a 'pool' of candidates by reaching the 'right' audience suitable to fill the vacancy. Selection involves 'picking' the most suitable candidate from the 'pool' that is willing to fill the vacancy.

OBJECTIVE OF THE STUDY

As the topic "A Study on the recruitment practice of Reliance Money" conveys, the objective of the project is to understand and study the recruitment cycle at Reliance Money along with the indepth exposure to the various stages it has.

Considering the high attrition rate the financial sector has, aim would be to see what procedures and practices are adopted at Reliance Money so as to recruit people and how successful these practices are for the organisation

METHODOLOGY

The sourcing job was done primarily by means of using job portals. The logs in ids of naukri.com and monster .com were made available and the profiles pertaining to all the vacancies were also briefed. The primary job here is to understand the job profile of the company and fill in the required details at the job portal. The system automatically filters all the resumes it has pertaining to the details filled up and hence there lies a great pool of resources. Once the cvs were filtered, each one had to be scrutinised and shortlisted. Once the candidates are sourced, they were compared amongst each other and even with respect to the availability within the company. As a cv passed this 3rd stage also, the candidates were interviewed over a telephonic conversation and briefed about the job openings. Hence, after passing this level, an interview slot was fixed up and the concerned person was called over for a face to face interaction with the HR manager.

Once that was over and a candidate was also finally shortlisted, two professional references from the candidate's end were asked for reference check.

SAMPLE

The various profiles being worked upon were as follows:

- Centre Manager TPD- third party distribution vertical (Delhi/NCR/Jaipur)

- Centre Manager direct vertical (Delhi)

- Centre Manager capital channel vertical (Delhi/ NCR)

- Cluster Head TPD (Delhi/Udaipur/Jaipur)

- Wealth Manager (Delhi)

- Wealth Manager Real estate (Delhi)

- Branch Accountant

- HR operations

PROCEDURE/ ANALYSIS

For the analysis part, the work profile of the entire project has been presented quantitatively in terms of maintaining the database of the candidates who were approached for the various vacancies. This database has the been represented into 3 different categories –

- positive response (represented by red colour)

- negative response (represented by yellow colour)

- neutral response (represented by blue colour)

The first category consists of the candidates who have received a positive response from the company and hence have been shortlisted at the various stages. It represents a win-win situation from both the ends – the company's as well as the candidate's.

The second category consists of the candidates who have been rejected by the company at any of the four stages of the interview – be it the first telephonic round or the last round (with the zonal head).

Lastly, the third category consists of those people, who were although approached by the company's end, but could not be contacted directly. This category is the most important one for the company as these are the candidates who will act as future prospects. They could not be contacted because of any reason, such as -

- number busy

- phone unavailable

- the concerned person is out of Delhi

- the concerned person is busy

- needs time to think

- will call back if interested

Because these people are bright candidates, they can be contacted later for some other openings, instead of repeating the entire process of finding resumes from the job portals.

ORGANISATION OF THE PAPER

This paper is organized in five parts, the first part deals with the details and pie chart representation of the database used to study The Recruitment practices for various profiles at Reliance Money. The second part focuses on the Individual Profiles being worked upon and their Research Findings. In the subsequent part all the Findings are being summarised and depicted in pie chart form, these are then followed by appropriate Recommendations in the fourth part and concluding Remarks in the final part**.**

I - DATABASE

A large number of people were approached for finding suitable candidates. There was no compromise on quality and sub standard candidates were immediately rejected. This lead to more and more search for better and prospective people

Talking quantitatively,

- total number of candidates approached = 638

- candidates with a neutral response   = 72

- actual number of candidates approached= 566 (638-72)

- total positive responses   = 8

- total negative responses   = 558

Pictorially, this information can be presented as follows:

TOTAL ANALYSIS

POSITIVE

NEGATIVE

NEUTRAL

8

72

558
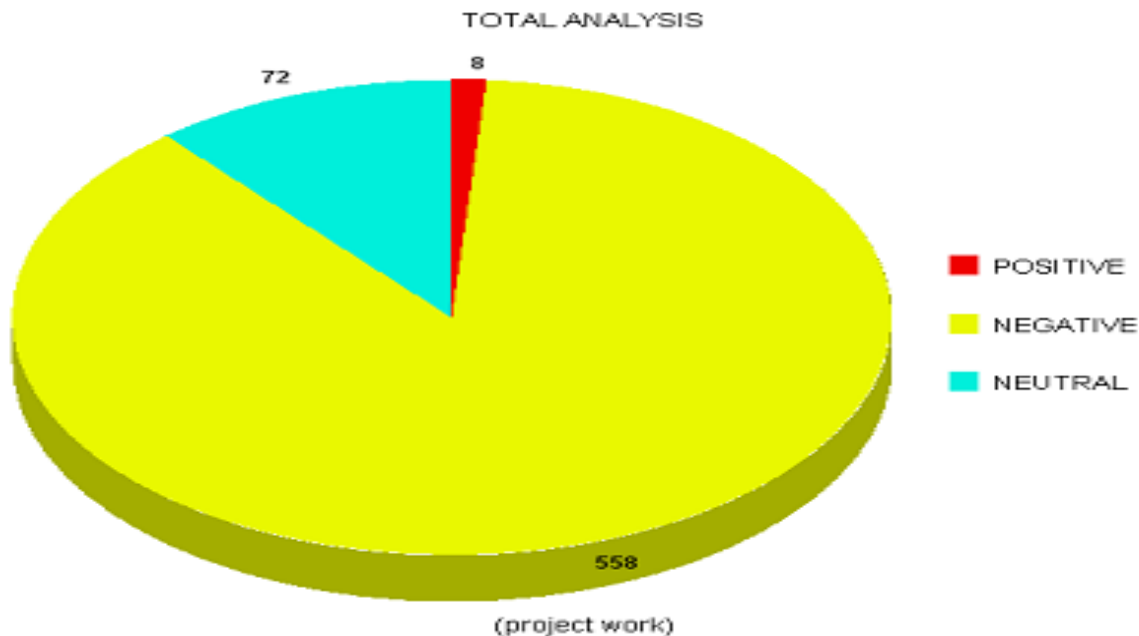
(project work)

Analysing the data at a superficial level would conclude that the convergence rate of the project was very low. Infact, the efficiency is seen to be so low that only 1-2% of the candidates have been converted, the response of the rest being negative; thus leading to wastage of the various resources employed by the company (eg telephone charges, internet cost etc).

But a careful and deeper analysis shows a clearer picture -

An exposure to the financial sector has revealed one golden fact – that the 'attrition rate' here is very high. Clearly, in such a scenario, the pressure is very high – both on the sales people as well as the HR people. This is because, for a sales job, a candidate has very high targets (sometimes even unachievable) which keep on increasing as per the competition increases. Also, the presence of various players in the banking /financial sector gives rise to the availability of different challenging jobs. This leads to job switching and hence attrition – the average time span a person stays in a company being 12-15 months. On the other hand, this is also very challenging for the HR manager. Regular resignations pouring in lead to a matter of worry as the pressure keeps on increasing because of the same.

High attrition also makes the availability of prospective candidates easy (because people are planning to leave all the companies of the financial sector uniformly) – but the relative point is that focussing on quality and competency filters out most of the candidates. Reliance Money opts for good quality rather than quantity, and hence the job of recruiting the right mix of candidates becomes all the more challenging.

Another perspective on the convergence rate being low or target data being very large is that presence of a large data bank increases the scope of getting bright and capable candidates. If the databank is small, the ultimate quality obtained at the final stage may be substandard. But if it is otherwise, the recruiter has a choice of finding the relatively best candidate for his company. This was the strategy I focussed on and hence although low, but the response was good in terms of the quality of candidates.

This 'quality filter' talked above, was put at each stage the candidate had to pass through, namely-

- screening the resumes

- comparison stage

- telephonic interaction

- HR round

- Area head round

- Zonal head round

Presented ahead is an analysis of the different profiles worked upon , and hence recruited candidates, along with an indepth reasoning for each of the step taken.

II - PROFILE – CM TPD (CENTRE MANAGER FOR THIRD PARTY DISTRIBUTION)

- Location   – Delhi , NCR , Rajasthan

- Number of candidates approached - 296

- Number of positive responses   - 4

- Number of negative responses   - 205

- Number of neutral responses   - 87

(source – project work)
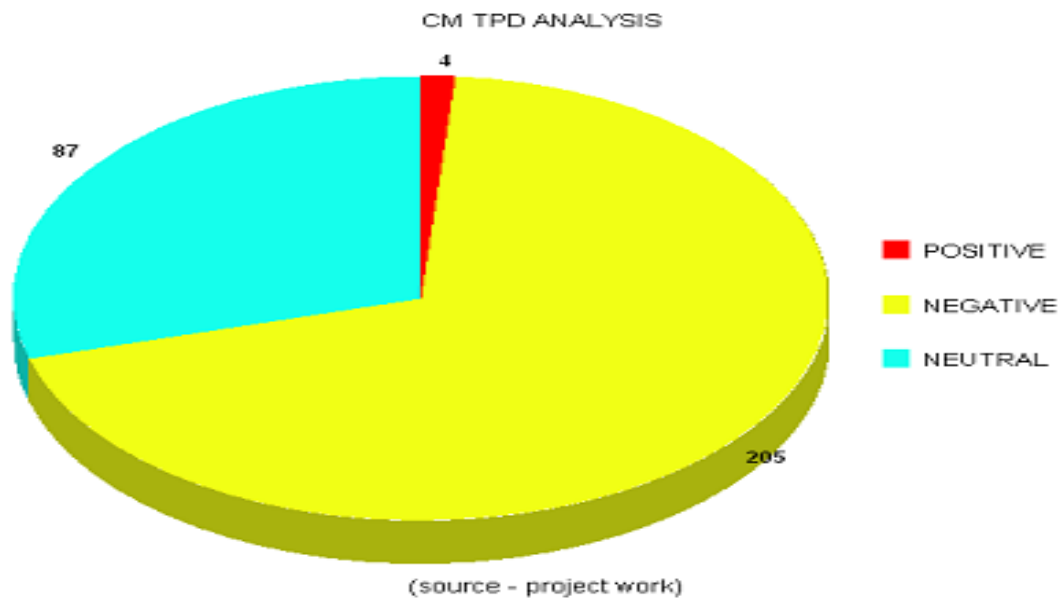
 Graphically, the above infromation can be represented as -

Out of the various locations, Recruitment of CM TPD for **Delhi**, where the target candidate details were as follows -

- total candidates   - 210

- positive responses - 4

- negative responses - 158

• neutral responses   - 48

CM TPD (RAJASTHAN) ANALYSIS

(source – project work)

(source – project work)

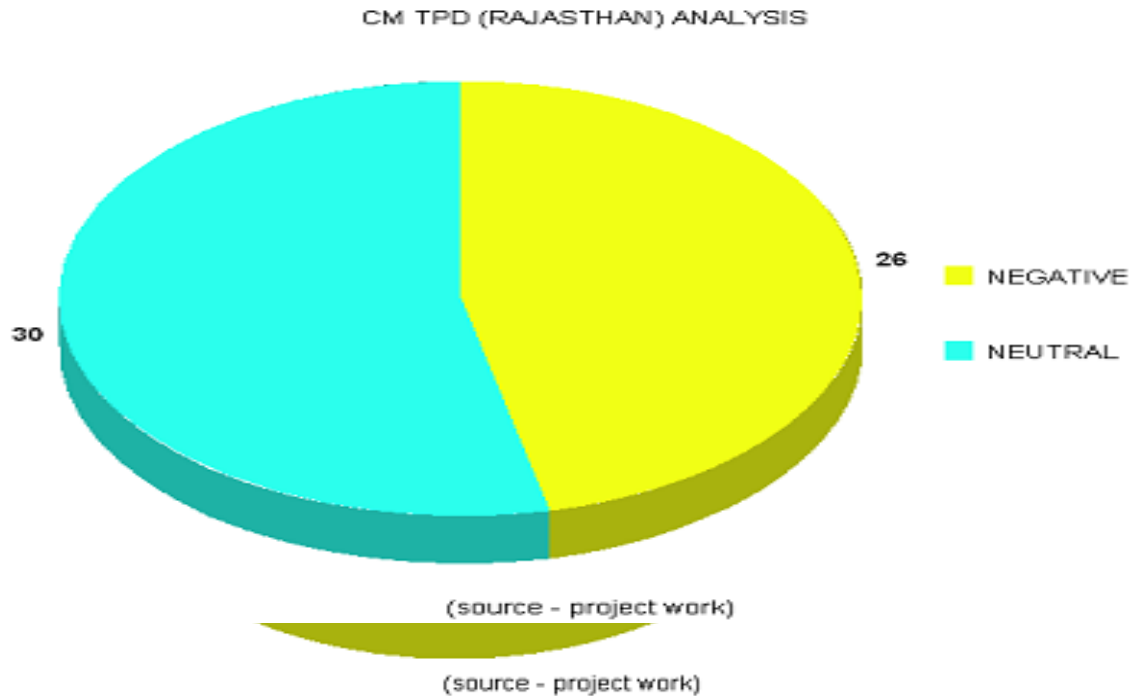Graphically, this information can be depicted as -

Clearly, 60% of targets were accomplished, involved Centre Managers.

For the locations other than Delhi, the problem encountered was that for the NCR region, the availability of suitable candidates was not much. The candidates were of a relatively sub standard quality, and hence were not shortlisted. Also, the distance being one of the crucial factors, most of them also found it inconvenient to come over to the Delhi Regional office (Karol Bagh) for an interview. These two factors coupled together resulted in a bad response from the NCR regions.

For Rajasthan based openings also, distance acted as an impediment. The candidates selected (at the telephonic round of interview) had to be first interviewed by the regional recruiter, followed by the video conferencing round of interaction. But because of the HR manager being too busy and engrossed with other tasks, he could not take out time for the telephonic round of interview and hence, in my database, the candidates show a neutral response. The Rajasthan data taken independently shows that the majority of the candidates have a neutral status and are waiting for the process to proceed.

Quantitatively, for Rajasthan -

• total candidates   - 56

• positive responses - 0

• negative responses - 26

• neutral responses   - 30

CM (DIRECT) ANALYSIS

(source – project work)
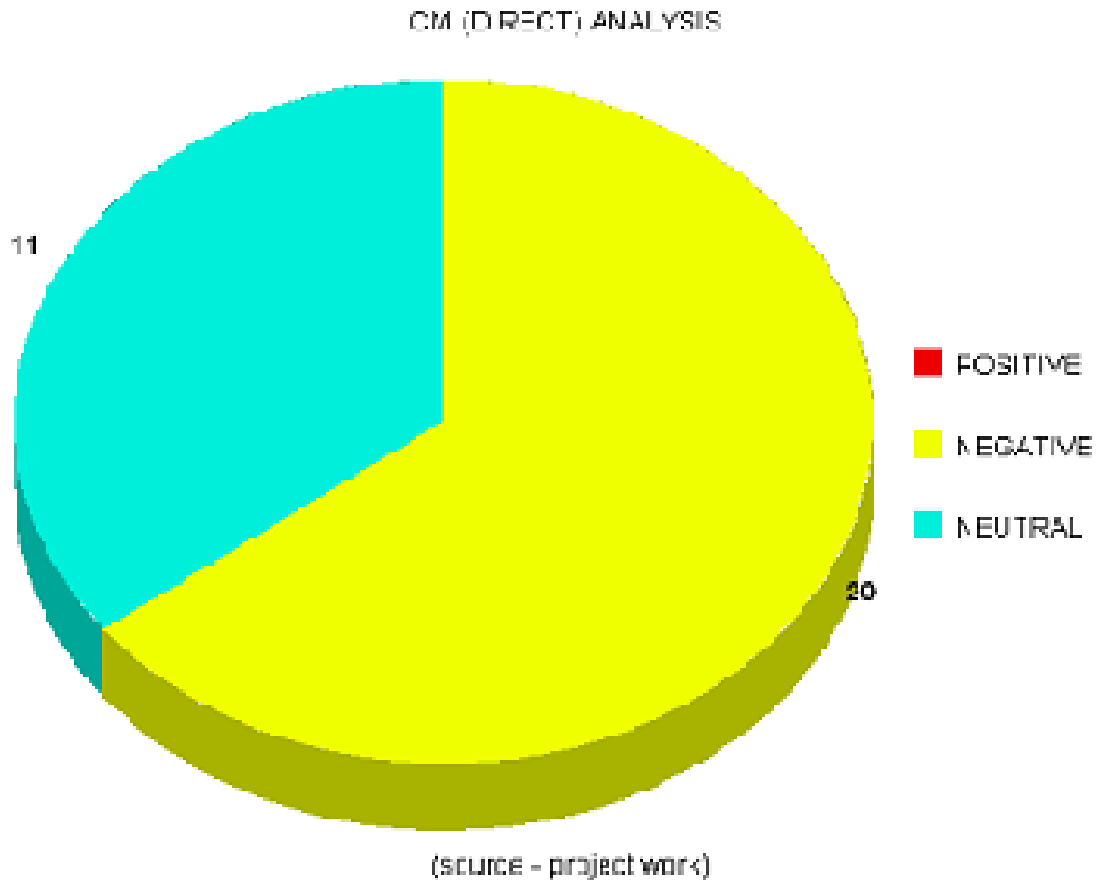
PROFILE – CM DIRECT (CENTRE MANAGER FOR THE DIRECT CHANNEL)

- Location   - Delhi/NCR
- Number of candidates approached - 31
- Number of positive responses   - 0
- Number of negative responses   - 20
- Number of neutral responses   - 11

Graphically, the above information can be represented as follows -

For a centre manager for the direct channel vertical, there were openings mainly in the   NCR region. And the problems related to this have already been discussed – unavailability of good candidates and on top of it, distance acting as an impediment.

Also, as the number of openings were not many, and the vacant ones were closed mainly by employee references and networking, so the course of action over this was not very aggressive.

PROFILE – CENTRE MANAGER FOR THE CHANNEL SALES VERTICAL

- Location   - NCR
- Number of candidates approached - 36
- Number of positive responses   - 0

- Number of negative responses   - 27
- Number of neutral responses   - 9

Graphically, this information can be represented as follows -

CM (CHANNEL SALES) ANALYSIS

(source - project work)
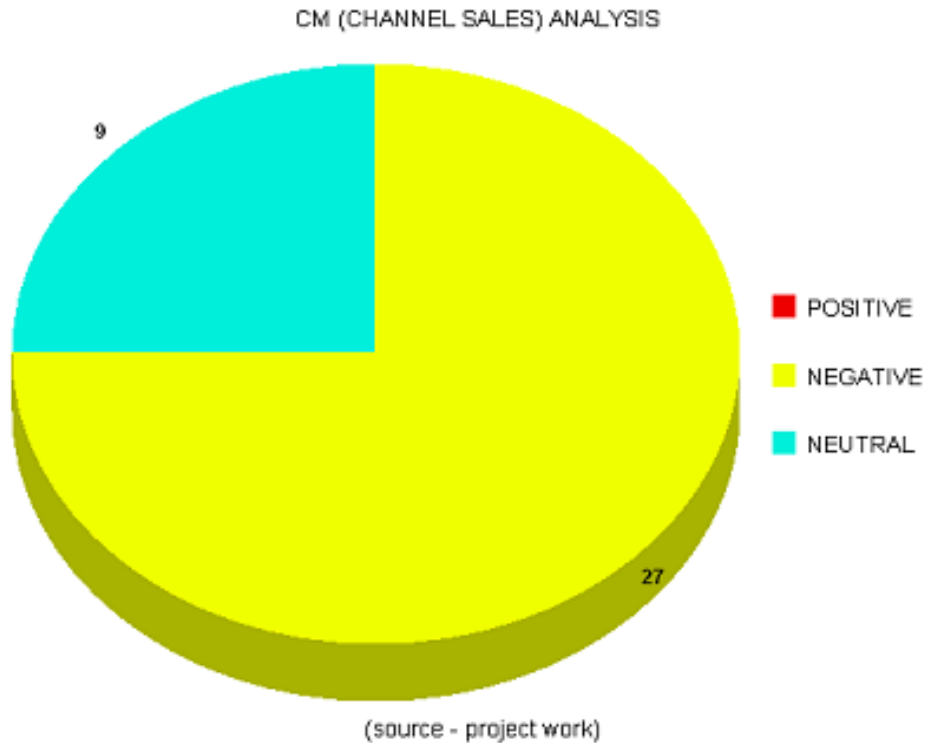
For the channel sales vertical In Delhi (NCR), the same constraint of the unavailability of the talent pool was encountered.

Here, out of the various candidates approached, there was one – Gaurav Rajvedi, who when approached mentioned that he has already been approached by a consultant for the same. There were numerous cases of this type in other profiles also, and as instructed by the HR group – such cases have to be left to the consultants only so as to avoid confusion at later stages. Coincidentally, this candidate had been approached by the consultant just a few minutes prior and he was the one who was eventually selected. This was indeed a great learning which came in terms of duplicacy of work. This would ensure transparency and efficiency.

PROFILE – CLUSTER HEAD

- Location   - Delhi , Rajasthan
- Number of candidates approached - 34
- Number of positive responses   - 1
- Number of negative responses   - 20
- Number of neutral responses   - 13

Graphically, this information can be represented as follows -

CLUSTER HEAD ANALYSIS

(source - project work)
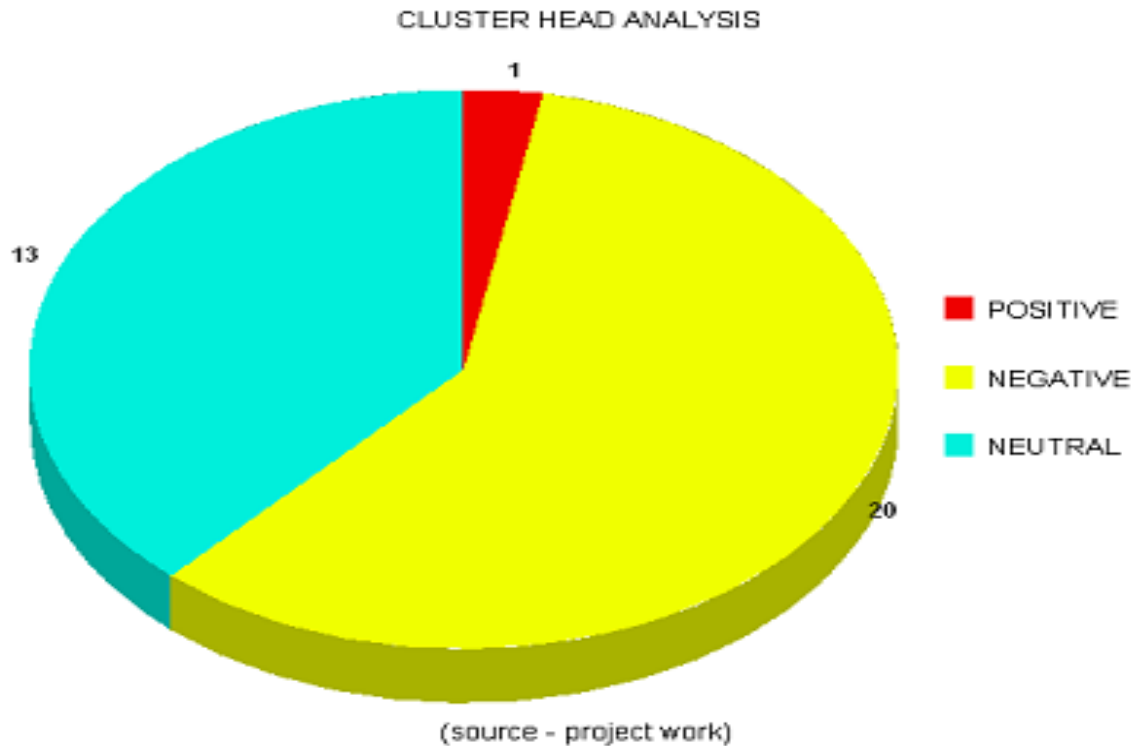
Cluster Head was a very high end profile and although sceptical about its closure. Proper usage of the job portal filters and careful searching lead to the closure of an Udaipur profile in just a week. A major reason for the profile closed early was that the candidate sourced was a great performer (as was apparent from his resume) and had a good work experience (both in terms of the number of years and the type of companies worked in). Also, he had a good and a positive reference check (done informally from the person whom he reported to earlier).

Thus a smart and intelligent way of working which was learnt via previous experiences helped in getting a suitable candidate quickly.

ROFILE – BRANCH ACCOUNTANT

- Location   - Delhi
- Number of candidates approached - 41
- Number of positive responses   - 2
- Number of negative responses   - 25
- Number of neutral responses   - 14

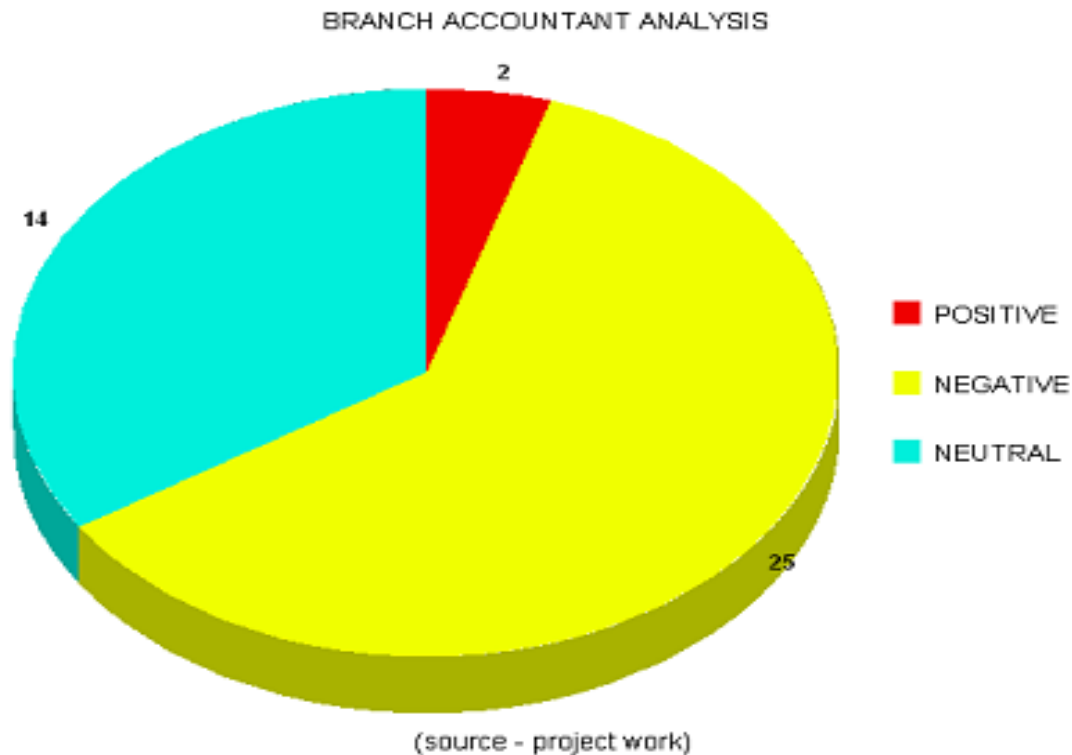Graphically, this information can be represented as follows -

BRANCH ACCOUNTANT ANALYSIS

(source - project work)

As compared to the various sales profiles, the 'Branch Accountant' profile was an operations based profile. It dealt with backend, financial operations and in relation to the other profiles, It was easier to work for; the primary reason being the various activities going on in the financial sector. The HDFC-CBOP merger helped Reliance Money in this context. Precisely, our requirement for a branch accountant was fulfilled by means of the various 'accounts executive' who left their jobs in CBOP (now HDFC). The entire operations structure of HDFC was shifting to Mumbai, and hence, the accounts people had to also go. Most of them had relocation issues, and hence, were looking for new jobs. This created a great resource pool of candidates for Reliance Money and it was easy to find two hardworking, qualified and good performers.

At initial stages, however it was a bit difficult to match the adequate requirements because of the kind of quality and proficiency we were looking for and that too, not at a very high package. The traits we were looking for were -

• average to good communication skills

• good knowledge of accounts – tally, bank reconciliation, petty cash management etc

• CTC range – 1.25 – 1.50 Lacs

Matching our requirements and the CTC details was though difficult, but made easy because of the important development in the financial sector.

PROFILE – WEALTH MANAGER

• Location   - Delhi

• Number of candidates approached - 140

- Number of positive responses   - 0
- Number of negative responses   - 113
- Number of neutral responses   - 27

Graphically, this information can be represented as follows:

WEALTH MANAGER ANALYSIS

27

113

POSITIVE

NEGATIVE

NEUTRAL

(source - project work)
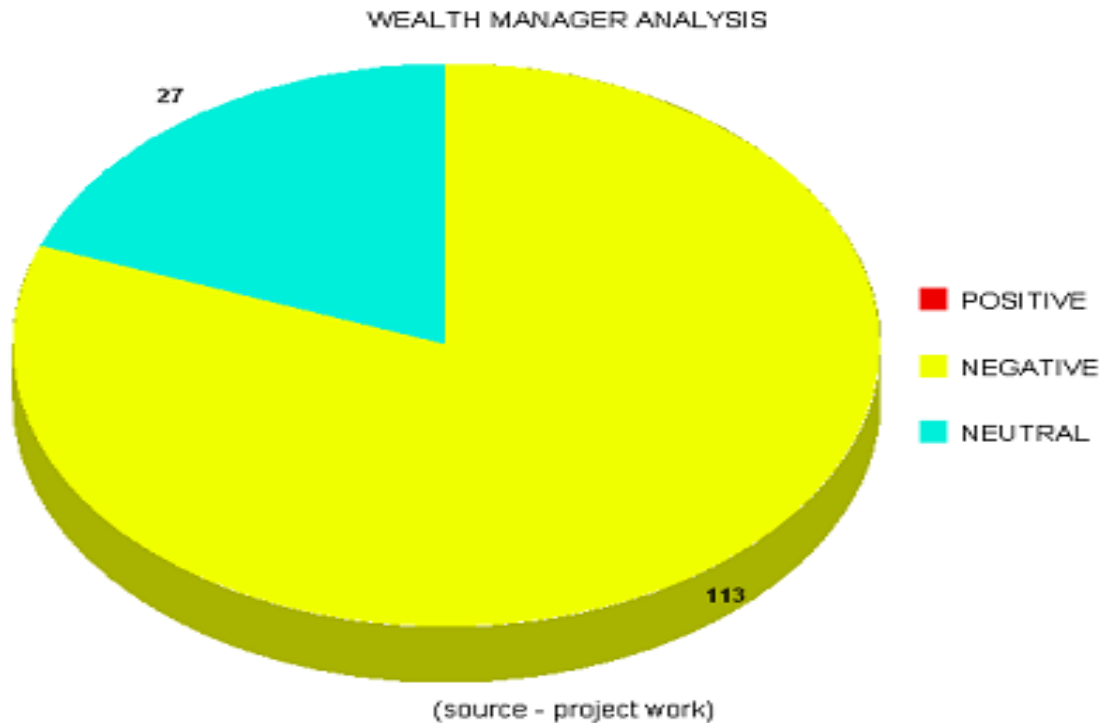
Entering into Wealth Management was a new vertical for Reliance, and hence it was equally challenging to find suitable people for the same. The kind of job expectations Reliance Money had, was very high as compared to people already working in the same sector. For instance, being a new vertical, there was no team being provided to each wealth manager – instead it was an individual profile, and that too based on self sourcing (based out of one's networking skills and contacts).

But contrary to this, the job profile description mentioned candidates with a work experience of 3 – 5 years. People who have already been working for so long in the same sector, have surely moved to a higher profile and hence were not interested in the self sourcing aspect or the individual profile. And the ones who had an experience of less than 2 years were not suitable to Reliance Money. Clearly, there was a great mismatch.

Another issue, which lead to a further difficulty in finding the suitable candidates was the structure followed at other organisations. For instance, in ICICI, the wealth management section has two verticals – one responsible for acquiring HNI clients (high net worth individual clients) and the other responsible for their advising and retention part. But at Reliance Money, we wanted the same person to deal into both the aspects which straightaway closed ICICI employees being our prospective clients (which was indeed a great number).

Hence, it is clear that the financial sector is not independent and isolated; instead it is highly dependent upon the policies and structures of its competitors also.

PROFILE – WEALTH MANAGER- REAL ESTATE

- Location   - Delhi
- Number of candidates approached - 23
- Number of positive responses   - 1
- Number of negative responses   -11
- Number of neutral responses   - 11

Graphically, this information can be represented as follows -

WEALTH MANAGER REAL ESTATE ANALYSIS

(source – project work)
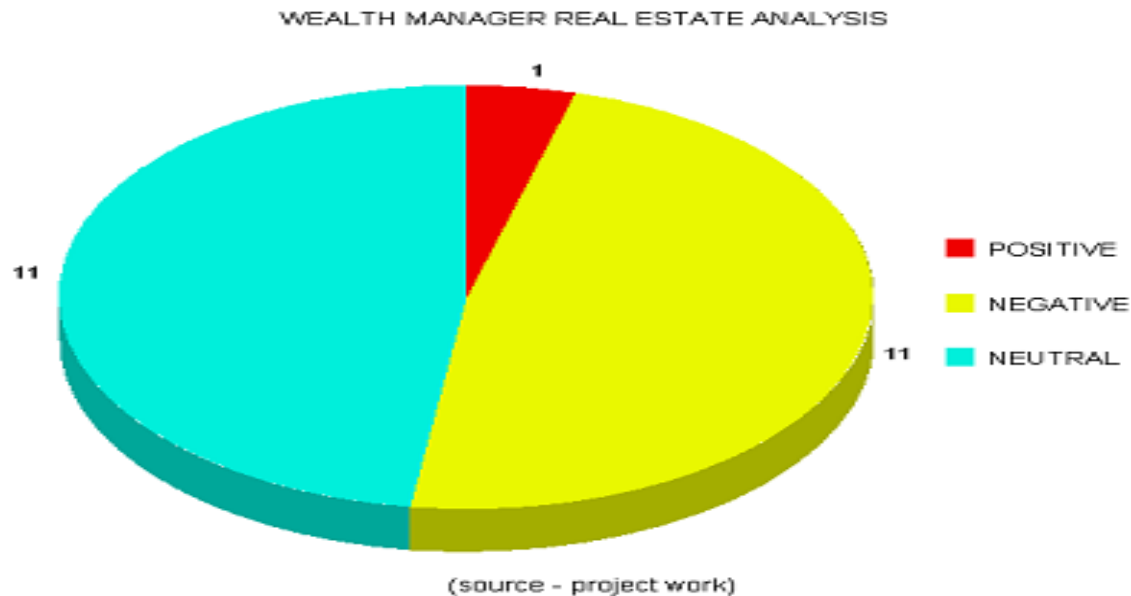
Wealth management for the real estate market is a vertical which has not even started it's operations, but recruitment for the same has already begun. Starting the same would take another 6 – 8 months, and hence the profile for the same was not very clear. Initially, it was required to find people for this profile at an urgent basis, but the same never happened. Also, the unclear profile resulted in some apprehensions initially, but then a candidate was selected finally. Clearly, the ambiguous profile leads to a wastage of resources initially, and had no productive end, but later things ended well after guidance from the mentors.

PROFILE – HR OPERATIONS

- Location   - Delhi
- Number of candidates approached - 37
- Number of positive responses   - 0
- Number of negative responses   - 29
- Number of neutral responses   - 8

Graphically, this information can be represented as follows:

Recruitment for the HR profile also suffered due ambiguity. Sourcing of the candidates started without a detailed description of the job profile which eventually resulted in the sourcing of those candidates who did not suit the company's requirement. This clearly signifies the importance of briefing the job description, the absence of which results in the failure of the entire recruitment cycle.

(source - project work)
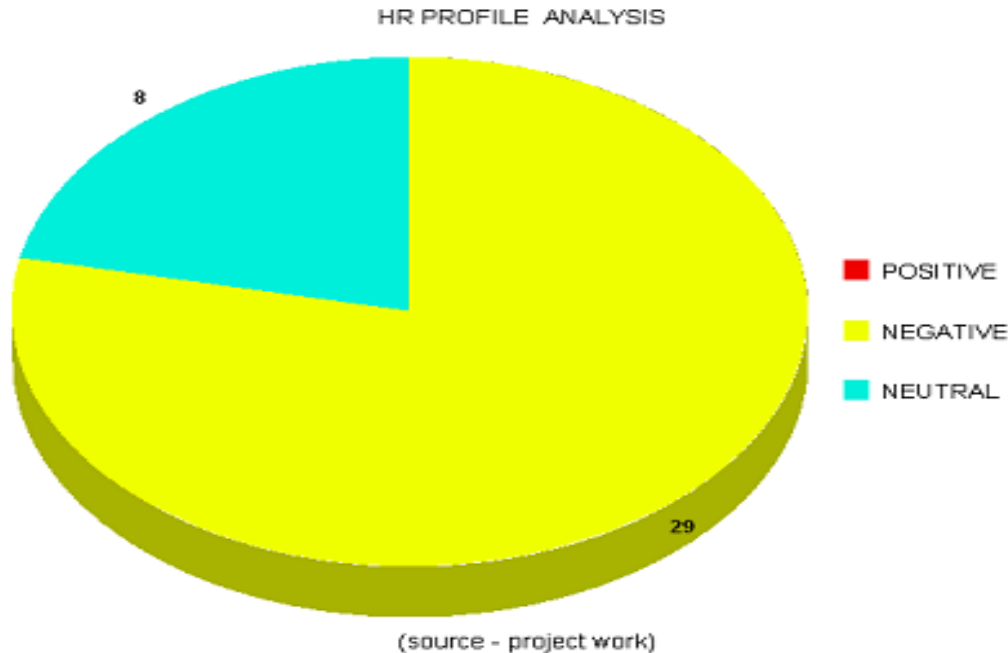
Also, getting a person for this profile was not at all a part of the priority agenda of the company as during the entire tenure of 2 months, not even once again the requirement for the HR profile was talked about. Had that not been the case, some special efforts from the company's end would have been put forward to close that opening.

III - TOTAL ANALYSIS

Briefing my total achievements, it can be said that 50% of my recruitment consisted of Centre Manager (TPD); 25% consisted of Branch Accountants; 12.5% consisted of a Cluster head, and lastly, another 12.5% consisted of a wealth manager (real estate) with a total cost effectiveness of Rs. 3,80,000.

TOTAL ANALYSIS

(source – project work)

CENTRE MANAGER (TPD) — 4
BRANCH ACCOUNTANT — 2
CLUSTER HEAD — 1
WEALTH MANAGER (REAL ESTATE) — 1
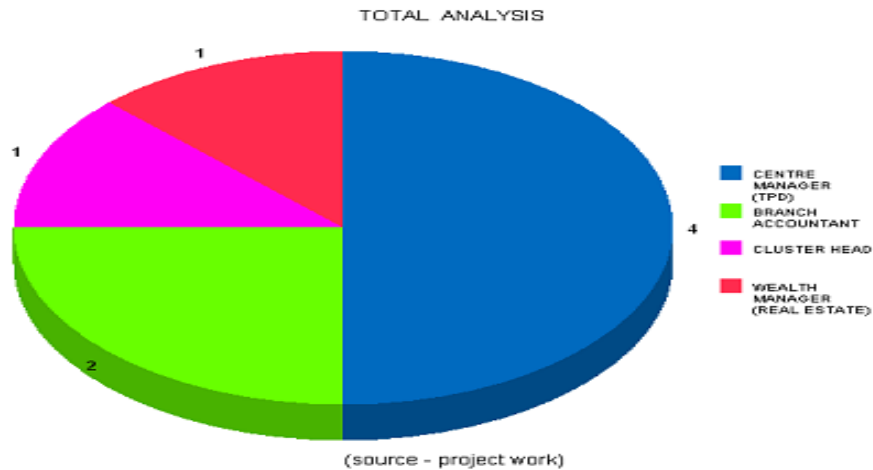
IV - RECOMMENDATIONS

Studying the entire recruitment cycle and analysing it from different perspectives, was an enriching experience. The valuable learning have taught me great leaps and bounds, but at the same time, I found out some loopholes in the company's structure and working, which if taken care of will surely help the company in improving it's efficiency and structure. Some of the related aspects which are of concern are –

1. FIXED STRUCTURE OF WORK REQUIRED

Before commencing any work, what is of utmost importance is to map out a detailed plan about the course of action to be taken. Mapping a blue print before actually starting the work is important as it gives a briefing about the targets a person has to complete and the way to go about for the same. Similarly, even in Reliance Money, a fixed structure of approaching towards the work and the related targets is required. As per my observation, there is utter confusion in terms of working for different profiles – sometimes Jaipur cluster head profile is at the bottom of the priority list; at the other instance, it becomes a matter of utmost importance. What is required is a detailed vision and a systematic approach towards the work so that the resources invested can be put to use efficiently. For instance, there were days, when I used to work for a profile and after hours of labour put into it, the HR manager used to instruct to leave that profile and work on the new one. In such a scenario, the resources are wasted and the efficiency declines.

Thus, as a suggestion, I would like to mention that the work structure and the course of action should be fixed, pre decided and hence followed religiously (barring some cases of expectation).

2. CONTROL ATTRITION

Attrition is a prime concern being faced by almost all the financial sector organisations. It results in employees leaving the organisations in a very short span of time, and hence wastage of resources employed at them. The burden of the HR manager also increases as he has to find new people continuously. It would be in the favour of every organisation to take some measures to control attrition and hence lead to better retention of the employees. That can happen only when the employee feels related and attached to the company and is happy to work for it. Some of the measures to control (or decrease) attrition can be –

- Using ESOPs - employee stock option plan, where the employees are given stocks of the company at a discounted price, and if at all he leaves the company, his new recruiter has to

buy the stocks at the market prices. This increases the total cost of employing the candidate and hence leads to his retention.

- Providing loan at a discounted rate of interest. Providing loan at 3% when the market rates are 11%, would surely prompt the employee to opt for the same. The catch here is that if at all the employee leaves the company before repaying the loan, his rate of interest would be same as that of the market conditions. Such a high jump in his expenditure can lead to his longer stay in the organisation.

- Employee engagement activities – having various employee engagement activities (and also involving the employee's family into the same) helps in the formation of an emotional bond with the company. The employee also feels related and recognised for his work would increase his level of satisfaction. And if the employee is engaged and satisfied, his chances of leaving the organisation are very less.

3. FEEDBACK MECHANISM

Getting regular and timely feedback from the employees in an anonymous way can help the company improve on various fronts. Getting feedback forms filled up with suggestions for further improvements will help the company focus on its possible loopholes and areas of improvement. This can be done at two levels -

- with the new joinees

- with the customers

The employees who have joined the organisation can be asked about the company's image - pre joining and post joining. This pre – post comparison and feedback for improvement can be healthy way of improving the company's working.

The same exercise can be done with the customers utilising services from various branch outlets.

4. RECOGNIZE THE WORTH OF HR DEPARTMENT

One observation that I have made since the very first day of my internship was that the HR department was highly overburdened. There was no fixed structure or division of work being followed in the HR department. Pan India, there are only 12 HR people (for a total of 4000 employees) who are looking after everything – right from operations to recruitments. The same person is handling operations also, and has been given targets for recruitments also. Considering this unorganised approach, the burden is so high that the average times span every HR employee spends in the office on a daily basis is around 11-12 hours, for 6 days a week. There is no recreational or stress buster activity designed for them which can help them ease the burden and make the work fulfilled.

It is felt, instead of having such a stringent and harsh approach, the company should have a humanistic perspective towards it's employees. The HR department is the one which is recruiting the people and co coordinating with all the departments for a smooth functioning. Its contribution is valuable, but if at all the company is not valuing the people behind this, it can land up into a great trouble at later stages. Having long term perspective and a vision, the company should invest time and resources towards structuring the HR's role and providing recreational activities for them.

Finally, if the HR department of an organisation is not strong and well engaged, the company's backbone is not strong enough to sustain for life long. Hence, the company should take care of the fact that investment in the HR department is of utmost importance.

V - SUMMARY

In pursuance to the objective of the study, the recruitment practices being followed at Reliance Money was being studied, the various stages of the same being –

- Manpower Requisition

- Sourcing of the candidates

- Comparison stage

- Telephonic interview

- HR interaction round

- Interaction with area head

- Interaction with zonal head

- Reference check

- Fitment sheet approval and offer posting

- Collection of documents

- Final joining formalities

- Buddy programme and induction

Even inspite of the high attrition rate and the various challenges in a sales job, it was possible to recruit 8 people for the company (which was 400% of the targets assigned) with a cost effectiveness of Rs. 3,80,000.

As per the study, out of the various methods of sourcing candidates, the best one is – getting references via references and networking. In the process, I came across various experiences where the role of an HR and the relevant traits he finds in the candidates were displayed.

The structure of the financial sector (as well as that of Reliance Money Ltd) was known along with the analysis that ICICI's people were the most suitable for being employed in Reliance Money.

EMOTIONAL INTELLIGENCE: NEED OF PRESENT SCENARIO

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ABSTRACT

In today's era of cut throat competition, one cannot deny the importance of soft skills. No doubt technical skills are important for a successful career but you can get an extra edge only when you know the art of people management. One cannot work in seclusion: one has to interact with a number of individuals in the course of performing one's duties. Here lies the importance of soft skills and emotional intelligence. Companies have offered soft-skills training to employees for years. But as every battle-scarred trainer knows, these programs are typically the first to go when budgets are cut. Given a choice between funding a course on computer skills or a course on active listening, corporate bean counters more willingly sign off on the computer course. Why? Because until recently, there had been no hard evidence that soft skills make a difference. But many companies experience indicates, a new era is dawning in Corporate world and executives are starting to talk about the importance of such things as trust, confidence, empathy, adaptability and self-control. As a result, soft-skills training is gaining new respect. What accounts for this sea change in thinking? It can be summed up in two words: emotional intelligence. Employers do appear to be more willing to invest in soft-skills development, especially at the higher management levels. But if the employer wants to make the case for developing the EQ of employees, one must need to understand the traditional soft-skills training is just one piece of a long-term process that begins with a thorough understanding of why emotional intelligence matters and ends with a commitment to ongoing coaching and mentoring of your employee Like it or not, emotions are an intrinsic part of our biological makeup, and every morning they march into the office with us and influence our behavior. On some level, we've always known that the ability to understand, monitor, manage and capitalize on our emotions can help us make better decisions, cope with setbacks and interact with others more effectively.

INTRODUCTION

WHAT IS EMOTIONAL INTELLIGENCE?

Emotional Intelligence (EI) describes the ability, capacity, skills or, a self-perceived ability, to identify, evaluate, and manage the emotions of one's self, of others, and of groups.

Emotional intelligence (EI) refers to the ability to perceive, control, and evaluate emotions. Some researchers suggest that emotional intelligence can be learned and strengthened, while other claim it is an inborn characteristic. emotional intelligence as, "the subset of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions"

Emotional intelligence is the ability to identify, use, understand, and manage your emotions in positive and constructive ways. It's about recognizing your own emotional state and the emotional states of others. Emotional intelligence is also about engaging with others in ways that draw people to you.

Different models have been proposed for the definition of EI and difference exists as to how the term should be used. The earliest roots of emotional intelligence can be traced to Charles Darwin's work on the importance of emotional expression for survival and second adaptation. In the 1900s, even though traditional definitions of intelligence emphasized cognitive aspects such as memory and problem solving, several influential researchers in the intelligence field of study had begun to recognize the importance of the non-cognitive aspects. For instance, as early as 1920, E. L. Thorndike used the term social intelligence to describe the skill of understanding and managing other people.

In 1983, Howard Gardner's Frames of Mind: The Theory of Multiple Intelligences introduced the idea of Multiple intelligences which included both Interpersonal intelligence (the capacity to understand the intentions, motivations and desires of other people) and Intrapersonal intelligence (the capacity to understand oneself, to appreciate one's feelings, fears and motivations). In Gardner's view, traditional types of intelligence, such as IQ, fail to fully explain cognitive ability. Thus, even though the names given to the concept varied, there was a common belief that traditional definitions of intelligence are lacking in ability to fully explain performance outcomes. Now the question arises that what is traditional type of intelligence, such a IQ.

EMOTIONAL INTELLIGENCE CONSISTS OF FOUR CORE ABILITIES

- **SELF - AWARENESS** : The ability to recognize your own emotions and how they affect your thoughts and behavior, know your strengths and weaknesses, and have self-confidence.

- **SELF-MANAGEMENT:** The ability to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.

- **SOCIAL AWARENESS:** The ability to understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.

- **RELATIONSHIP MANAGEMENT:** The ability to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.

WHAT IS INTELLIGENCE QUOTIENT (IQ)?

Q is a measure of relative intelligence determined by a standardized test. The first intelligence test was created in 1905 by Alfred Binet and Théophile Simon to determine which French school children were too "slow" to benefit from regular instruction. Binet came up with the idea of mental age when he noticed that children are increasingly able to learn difficult concepts and perform difficult tasks as they get older. Most children reach the same level of complexity at about the same time, but some children are slower reaching those levels. A 6-year-old child who can do no more than a 3-year-old has a mental age of 3. Wilhelm Stern divided the mental age by the chronological age to get a

"Mental Quotient."

Mental Age/Chronological Age = Mental Quotient

A 6-year-old able to do only what a 3-year-old can do has a Mental Quotient of .5 or ½ (3 divided by 6). Lewis Terman later multiplied the Mental Quotient by 100 to remove the fraction and the Intelligence Quotient (IQ) was born:-

Mental Age/Chronological Age X 100 = Intelligence Quotient

The 6-year-old with the Mental Quotient of ½ has an IQ of 50%.

For decades, a lot of emphasis has been put on certain aspects of intelligence such as logical reasoning, math skills, spatial skills, understanding analogies, verbal skills etc. Researchers were puzzled by the fact that while IQ could predict to a significant degree academic performance and, to some degree, professional and personal success, there was something missing in the equation. Some of those with fabulous IQ scores were doing poorly in life; one could say that they were wasting their potential by thinking, behaving and communicating in a way that hindered their chances to succeed.

One of the major missing parts in the success equation is emotional intelligence. For various reasons and thanks to a wide range of abilities, people with high emotional intelligence tend to be more successful in life than those with lower EIQ even if their classical IQ is average.

EMOTIONAL INTELLIGENCE QUOTIENT

EIQ is a relatively recent behavioral model, Emotional Intelligence is increasingly relevant to organizational development and developing people, because the EQ principles provide a new way to understand and assess people's behaviors, management styles, attitudes, interpersonal skills, and potential. Emotional Intelligence is an important consideration in human resources planning, job profiling, recruitment interviewing and selection, management development, customer relations and customer service, and more.

Emotional Intelligence links strongly with concepts of love and spirituality: bringing compassion (care) and humanity to work, and also to 'Multiple Intelligence Theory' which illustrates and measures the range of capabilities people possess, and the fact that everybody has a value.

The EQ concept argues that IQ, or conventional intelligence, is too narrow; that there are wider areas of Emotional Intelligence that dictate how successful we are. Success requires more than IQ (Intelligence Quotient), which has tended to be the traditional measure of intelligence, ignoring essential behavioral and character elements. We've all met people who are academically brilliant and yet are socially and inter-personally incompetent. And we know that despite possessing a high IQ rating, success does not automatically follow.

Emotional Intelligence (EQ) vs. Intellectual Intelligence (IQ)

Most of us have learned not to trust our emotions. We've been told emotions distort the more "accurate" information our intellect supplies. Even the term "emotional" has come to mean weak, out of control, and even childish. "Don't be a baby!" we say to the little boy who is crying on the playground. "Leave him alone! Let him work it out!" we admonish the little girl who runs to help the little boy.

On the other hand, our abilities to memorize and problem-solve, to spell words and do mathematical calculations, are easily measured on written tests and slapped as grades on report cards. Ultimately, these intellectual abilities dictate which college will accept us and which career paths we're advised to follow.

However, intellectual intelligence (IQ) is usually less important in determining how successful we are than emotional intelligence (EQ). We all know people who are academically brilliant and yet are socially inept and unsuccessful. What they are missing is emotional intelligence.

EMOTIONAL INTELLIGENCE - TWO ASPECTS

This is the essential premise of EQ: to be successful requires the effective awareness, control and management of one's own emotions, and those of other people. EQ embraces two aspects of intelligence:

- Understanding yourself, your goals, intentions, responses, behavior and all.
- Understanding others, and their feelings.

EMOTIONAL INTELLIGENCE THE FIVE DOMAINS

Goleman identified the five 'domains' of EQ as:

1. Knowing your emotions.

2. Managing your own emotions.

3. Motivating yourself.

4. Recognizing and understanding other people's emotions.

5. Managing relationships, ie., managing the emotions of others.

By developing our Emotional Intelligence in these areas and the five EQ domains we can become more productive and successful at what we do, and help others to be more productive and successful too. The process and outcomes of Emotional Intelligence development also

contain many elements known to reduce stress for individuals and organizations, by decreasing conflict, improving relationships and understanding, and increasing stability, continuity and harmony.

Your emotional competence will play a crucial role when it comes to your success as an employee. However, for many years, many people thought otherwise. For most people, including senior executives, it was thought that those with a higher IQ were the most important aspect of a company's success.

REQUISITE COMPETENCIES FOR EMOTIONAL INTELLIGENCE

- personal competence - self-awareness, self-regulation, self-motivation

- social competence - social awareness, social skills

Decades of research has now confirmed what many people have suspected all along: it is EQ, not IQ, that determines how well someone will perform on the job. While this does not mean that technical skills and general intelligence should be ignored, some studies have indicated that emotional intelligence is twice as important. When it comes to leadership, EI is incredibly important, making the difference between effective and mediocre leadership.

To understand this, stop for a moment and think of some of the traits that have historically been associated with high quality leadership. Some of the words used to describe these traits include listening, inspiring, guiding, vision, and motivation.

None of these words are connected to technical skills or general intelligence. Instead, they are better associated with emotional intelligence. Those who have these traits in abundance are referred to as being emotionally competent. If you want to become a better employee, the first thing you will need to do is assess yourself to find out if you are deficient in any of these areas, because if you are, this means you can improve by enhancing EI.

Of course, this raises the question of exactly how you are supposed to increase your emotional intelligence. There are a number courses and classes which you can take which will enhance your abilities. Unlike your IQ, which some researchers see as being set in stone (there are some that disagree on this as well), EI is something that can be increased with practice and training.

Tests have been developed which can assess your current EI, and once you are able to fully understand the areas in which you are deficient, you can begin working hard to increase your EI, which will further translate into superior job performance. In turn, this superior job performance will leader to greater payment and fulfillment overall.

Most skilled employees are intelligent, but not emotionally intelligent. Many individuals who were extraordinarily intelligent when it came analytical skills and general intelligence, were deficient in emotional intelligence. While they were good with numbers and logic, they were bad when it came to being sociable, and they did not have a lot of friends.

Most of us have heard of the stereotypical nerd who is unable to relate to most people, and who spends most of his time huddled up working with computers, machines, or some other non-organic objects. These individuals have almost become a cliché.

This is the best example of someone who is extremely intelligent from IQ perspective, but who is totally deficient when it comes to emotional intelligence. To truly succeed in this world, it pays

to have both. Since you have to deal with people on a regular basis, it pays to be in tune to the behaviors of others.

ARE TECHNICAL/JOB RELATED SKILLS ENOUGH?

Technical and job-related skills are a must, but they are NOT sufficient when it comes to progressing up the ladder. With the traditional paternalistic style of leadership becoming passé, professional managers expect their teams to be proactive and communicate openly. "Soft skills are very important in business. It is essential to be technically sound, but one should also have the ability to convey the idea to the masses in the simplest possible manner".

With the boom in outsourcing taking root across industries, many professionals and subject matter experts directly deal with their clients on a regular basis. Their approachability and people skills are what ultimately sustain the contract their employers have bagged.

"Planning is necessary but execution is also equally important. And it takes soft skills to execute any idea because it involves dealing with people directly".

6 SOFT SKILLS FOR EVERY HARD-NOSED PROFESSIONAL

Behavioral training experts say there are several soft skills are required in these circumstances. Some of them include:

i. Interpersonal skills

ii. Team spirit

iii. Social grace

iv. Business etiquette

v. Negotiation skills

vi. Behavioral traits such as attitude, motivation and time management

Do you have these? If your answer is yes, good for you. But if your answer is no, then you know it is time to approach either a training organization or a training consultant.

FORMAL TRAINING ENHANCE YOUR SOFT SKILLS

There is a lot of argument in the industry as to whether it is possible to enhance soft skills in a few hours of training, especially when one considers the fact that a person has lived with those traits all his life. To this, the answer is harsh but real - a professional who wants to do well in his/ her career does not really have a choice.

In the initial years of your career, your technical abilities are important to get good assignments. However, when it comes to growing in an organization, it is your personality that matters, more so in large organizations where several people with similar technical expertise will compete for a promotion.

Training on soft skills becomes all the more relevant in a country like India where the education system does not delve into personality development. "A soft skill training is essential because we do not have it in our academic curricula. Therefore, corporate houses have to take up the task of grooming employees who are the link between the company and the external world, so that they are able to present themselves better ".

TECHNIQUES FOR SOFT SKILLS TRAINING

Here are few techniques suggested for soft skills training such as:

i.   Be your own trainer

ii.   Be a part of team activities

iii. Ask family member and close friends to write down your best and worst traits.

iv.   Introspect on how you react to feedback and criticism

v.   Live consciously

SKILLS REQUIRED FOR EMOTIONAL INTELLIGENCE (EI)

Genric Skills	Managerial skills	Professional skills
1. Communication skills 2. Flexibility 3. Adaptability 4. Assertiveness 5. Self confidence 6. Creativity 7. Innovation 8. Analytical skills 9. Problem solving 10. Decision making 11. Service attitude 12. Customer relationship 13. Presentation skills 14. Stress management 15. Time management 16. Interpersonal skills 17. Group skills 18. Working with difficult people	1. Local and global thinking 2. Planning skills 3. Finance management skills 4. Managing change 5. Team building 6. Decision making 7. Leadership 8. Negotiation skills 9. Project management 10. People management 11. Resource management 12. Time management	1. Information technology skills 2. MS Office suit 3. Internet e-mail management 4. Technical professional skills 5. Knowledge management 6. On-line database search 7. On-line search engine 8. Web based service 9. Virtual learning 10. Information literacy 11. Traditional skills

RAISING YOUR EMOTIONAL INTELLIGENCE BY ENGAGING YOUR EMOTIONS

When you become overwhelmed by stress, the emotional parts of your brain override the rational parts—hijacking your best-laid plans, intentions, and strategies. In order to permanently change behavior in ways that stand up under pressure, you need to learn how to take advantage of the powerful emotional parts of the brain that remain active and accessible even in times of stress. This means that you can't simply read about emotional intelligence in order to master it. You have to learn the skills on a deeper, emotional level—experiencing and practicing them in your everyday life.

EMOTIONAL INTELLIGENCE (EQ) SKILL 1: RAPIDLY REDUCE STRESS

When we're under high levels of stress, rational thinking and decision making go out the window. Runaway stress overwhelms the mind and body, getting in the way of our ability to accurately "read" a situation, hear what someone else is saying, be aware of our own feelings and

needs, and communicate clearly. The first key skill of emotional intelligence is the ability to quickly calm yourself down when you're feeling overwhelmed. Being able to manage stress in the moment is the key to resilience. This emotional intelligence skill helps you stay balanced, focused, and in control–no matter what challenges you face.

STRESS BUSTING: FUNCTIONING WELL IN THE HEAT OF THE MOMENT

Develop your stress busting skills by working through the following three steps:

- **REALIZE WHEN YOU'RE STRESSED:** The first step to reducing stress is recognizing what stress feels like. Many of us spend so much time in an unbalanced state that we've forgotten what it feels like to be calm and relaxed.

- **IDENTIFY YOUR STRESS RESPONSE:** Everyone reacts differently to stress. Do you tend to space out and get depressed? Become angry and agitated? Freeze with anxiety? The best way to quickly calm yourself depends on your specific stress response.

- **DISCOVER THE STRESS BUSTING TECHNIQUES THAT WORK FOR YOU:** The best way to reduce stress quickly is through the senses: through sight, sound, smell, taste, and touch. But each person responds differently to sensory input, so you need to find things that are soothing to you.

EMOTIONAL INTELLIGENCE (EQ) SKILL 2: CONNECT TO YOUR EMOTIONS

The second key skill of emotional intelligence is having a moment-to-moment awareness of your emotions and how they influence your thoughts and actions. Emotional awareness is the key to understanding yourself and others.

Many people are disconnected from their emotions–especially strong core emotions such as anger, sadness, fear, and joy. But although we can distort, deny, or numb our feelings, we can't eliminate them. They're still there, whether we're aware of them or not. Unfortunately, without emotional awareness, we are unable to fully understand our own motivations and needs, or to communicate effectively with others.

WHAT KIND OF A RELATIONSHIP DO YOU HAVE WITH YOUR EMOTIONS?

- Do you experience feelings that flow, encountering one emotion after another as your experiences change from moment to moment?

- Are your emotions accompanied by physical sensations that you experience in places like your stomach or chest?

- Do you experience discrete feelings and emotions, such as anger, sadness, fear, joy, each of which is evident in subtle facial expressions?

- Can you experience intense feelings that are strong enough to capture both your attention and that of others?

- Do you pay attention to your emotions? Do they factor into your decision making?

If any of these experiences are unfamiliar, your emotions may be turned down or turned off. In order to be emotionally healthy and emotionally intelligent, you must reconnect to your core emotions, accept them, and become comfortable with them.

EMOTIONAL INTELLIGENCE (EQ) SKILL 3: NON-VERBAL COMMUNICATION

Being a good communicator requires more than just verbal skills. Oftentimes, what we say is less important than how we say it or the other nonverbal signals we send out. In order to hold the attention of others and build connection and trust, we need to be aware of and in control of our nonverbal cues. We also need to be able to accurately read and respond to the nonverbal cues that other people send us.

Nonverbal communication is the third skill of emotional intelligence. This wordless form of communication is emotionally driven. It asks the questions: "Are you listening?" and "Do you understand and care?" Answers to these questions are expressed in the way we listen, look, move, and react. Our nonverbal messages will produce a sense of interest, trust, excitement, and desire for connection–or they will generate fear, confusion, distrust, and disinterest.

PART OF IMPROVING NONVERBAL COMMUNICATION INVOLVES PAYING ATTENTION TO

- Eye contact
- Facial expression
- Tone of voice
- Posture and gesture
- Touch
- Timing and pace

EMOTIONAL INTELLIGENCE (EQ) SKILL 4: USE HUMOR AND PLAY TO DEAL WITH CHALLENGES

Humor, laughter, and play are natural antidotes to life's difficulties. They lighten our burdens and help us keep things in perspective. A good hearty laugh reduces stress, elevates mood, and brings our nervous system back into balance.

The ability to deal with challenges using humor and play is the fourth skill of emotional intelligence. Playful communication broadens our emotional intelligence and helps us:

- Take hardships in stride. By allowing us to view our frustrations and disappointments from new perspectives, laughter and play enable us to survive annoyances, hard times, and setbacks.

- Smooth over differences. Using gentle humor often helps us say things that might be otherwise difficult to express without creating a flap.

- Simultaneously relax and energize ourselves. Playful communication relieves fatigue and relaxes our bodies, which allows us to recharge and accomplish more.

- Become more creative. When we loosen up, we free ourselves of rigid ways of thinking and being, allowing us to get creative and see things in new ways.

  To learn more, see Playful Communication Skills: The Power of Laughter, Humor, and Play

EMOTIONAL INTELLIGENCE (EQ) SKILL 5: RESOLVE CONFLICT POSITIVELY

Conflict and disagreements are inevitable in relationships. Two people can't possibly have the same needs, opinions, and expectations at all times. However, that needn't be a bad thing! Resolving conflict in healthy, constructive ways can strengthen trust between people. When conflict isn't perceived as threatening or punishing, it fosters freedom, creativity, and safety in relationships.

The ability to manage conflicts in a positive, trust-building way is the fifth key skill of emotional intelligence. Successfully resolving differences is supported by the previous four skills of emotional intelligence. Once you know how to manage stress, stay emotionally present and aware, communicate nonverbally, and use humor and play, you'll be better equipped to handle emotionally-charged situations and catch and defuse many issues before they escalate.

HOW DO YOU DEVELOP EMOTIONAL INTELLIGENCE AT WORK

PAVING THE WAY

- assess the organization's needs
- assessing the individual
- delivering assessments with care, encouraging participation
- linking goals and personal values, adjusting individual expectations
- assessing readiness and motivation for EQ development

DOING THE WORK OF CHANGE

- foster relationships between EQ trainers and learners
- self-directed change and learning
- setting goals
- breaking goals down into achievable steps
- give feedback
- using experiential methods
- build in support
- use models and examples
- encourage insight and self-awareness

ENCOURAGE AND MAINTENANCE OF CHANGE (SUSTAINABLE CHANGE)

- encourage application of new learning in jobs
- develop organizational culture that supports learning

EVALUATING THE CHANGE - DID IT WORK?

- evaluate individual and organizational effect

CONCLUSION

EQ is the concept of love and spirituality in organization. Compassion and humanity are fundamental life-forces; our Emotional Intelligence enables us to appreciate and develop these vital connections between self, others, purpose, meaning, existence, life and the world as a whole, and to help others do the same.

People with strong EQ have less emotional 'baggage', and conversely people with low EQ tend to have personal unresolved issues. the higher a person's EQ, the less insecurity is likely to be present, and the more openness will be tolerated.

High EQ = low insecurity = more openness

Maslow's theory is also relevant to Emotional Intelligence. Self-actualizers naturally have stronger EQ. People struggling to meet lower order needs - and arguably even middle order needs such as esteem needs - tend to have lower EQ than self-actualizes. The original 5 stage Hierarchy of Needs explains that all needs other than self-actualization are deficiency drivers, which suggest, in other words, some EQ development potential or weakness.

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PUPPETRY AS A MEDIUM OF COMMUNICATION AND DEVELOPMENT IN INDIA: A STUDY OF PROBLEMS AND PROSPECTS

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ABSTRACT

India is the home to puppetry. Traditional and folk media including puppetry have been used from the ancient times to till today. Since the people in India do not have wide accessibility to mass media channels and they are illiterates, puppetry has still opportunities to be instrumental for disseminating social messages for a cause. However, in the age of cyber expansion and technology-driven society, the role of puppetry medium raises debate among the puppeteers, change agents, researchers and academicians. The current study has made a thorough attempt to explore puppetry as means of communication and development in India. Here, the researcher has adopted qualitative research methods to understand the current and future position of puppetry as a medium of communication and development.

KEYWORDS: *Puppetry, Social Messages, Mass Media, Rural Audience, Traditional Media.*

INTRODUCTION

Needless to say, India is home to traditional and folk media forms. Traditional and folk media have been traditionally used in India for the dissemination of diverse information. From the ancient times, they have been used for moral, religious, and socio-political purposes. The media includes different combinations of drama, dance, song, mime, story-telling, puppetry and other similar forms. Broadly, the traditional media forms which are extensively used for communicating social messages, can be classified as folk theatre; folk songs; predominantly narrative forms including ballads, folktales and other story-telling forms; religious discourses and puppet shows. Some categories overlap to other categories. Important to say, folk forms are based on religion, community, caste, culture and language (Kumar, 2010 & Malik, 1979).

Noted folk media expert Shyam Parmar (1994) observes, ''The communication needs in India are much greater than the resources we have to meet them today. While the mass media have been constantly expanding, the traditional media have been playing an important role in this field due to our peculiar needs. Apart from these live programs with face-to-face communication the

traditional folk forms have been used in programs over the electronic media. India's role in identifying folk media for communication purposes has been quite positive. The experience can certainly be of comparative use of both the developing and under developed countries if proper results if these efforts became available through scientific surveys".

PUPPET AS A MEDIUM OF COMMUNICATION

India is home to puppetry. In ancient times, Indian puppetry, particularly shadow puppetry did spread to South East Asian countries like Laos, Cambodia, Vietnam, Thailand and Indonesia and subsequently their name changed, even though the form has remained the same (Assam Tribune, 2011). The Indian puppetry carries a high value, next to folk theatre in the domain of folk and traditional media. In some villages, it was believed that puppetry bring rains and helps in yielding a good crop (Khullar, 2009).

Puppetry, the popular folk form, attracts the audience irrespective of age or sex. In India, puppetry can be seen in four types or forms - Sutradharika, Rod Puppetry, Shadow puppetry and Hand Puppetry. It is being widely performed in the states of Orissa, Karnataka, Tamil Nadu, Andhra Pradesh, Rajasthan and West Bengal (Hazra, 2010). Indian audiences are receptive to the medium of puppetry. It is serving as an ideal medium of communication in India (Sobel, 2004). Hence, in earlier times, priests found it to be an entertaining way of imparting long religious epics, such as the Ramayana and Mahabharata

According to Meher Contractor (1970), "Puppets have a subtle impact on simple audiences which no human actor can achieve." Meher Contractor has used puppets to teach children physiology, hygiene, civics, history, geography and poetry for an effective way. Puppets are being used in physiotherapy, psychotherapy, education for children, promotion of latest farming tools and handling social issues. Song and Drama Division uses puppets extensively use puppet shows for the campaigns of various government programmes. Hence, this medium is apt for wide variety of communication.

PUPPETRY AS A CHANGE AGENT FOR DEVELOPMENT

Puppetry is playing a pivotal role in disseminating social messages for the development of nations in the world, especially in third world countries. The cost effective and illiteracy factors are prime reasons behind the success of this folk medium. The Bevnumeh and puppet were employed to encourage family planning in Iran. Karakhouz (shadow puppet) in Egypt was found adaptable for social message transmission (Lent, 1977 & Gillette, 1975).

Several instances have revealed that mixture of puppetry and mass media, particularly electronic media has done wonders for spreading social messages to audiences including economically disadvantaged. Basanter Tika Nin used West Bengal and Orissa's the globe puppets to allay the fears of children regarding smallpox vaccinations in the year 1977. The programme was especially framed for the rural children within the broadcasting coverage of Calcutta Television Centre. Surprisingly but true, after making a success in electronic media, slowly puppetry is making a foray in new media (Khullar, 2009). Therefore, perfect blending of the puppetry with mass media is beneficial for effective transfer of technology and human resource development.

Some opinion that in the age of digital, audiences especially from metros and cities do not have interest for exposure to traditional media including puppetry shows. However, folk and traditional media perform production functions for urban and elite audiences. Kapil Vatsayan (1972) claims, "It has helped to bring before urban Indian audiences the rich multi-coloured

fabric of the Indian folk and tribal tradition, which is vigorous, vibrant and continuously assimilating and growing. The government endeavours through the Song and Drama Division and the Sangeet Natak Academy to permit modern choreographers and students of the Indian dance and music academics to witness these authentic folk dances, so as to give them inspiration and an opportunity to draw upon original and authentic sources".

Non-government organizations find puppet as an easy medium to spread information and educate on any social issues. The reaction is so instant that audiences immediately relate with that character. While placing favouritism statement for this folk form, Ramdas Padhye argues, "For that moment the audience forget that this is a puppet and relate to it like a human being. And that's why when I talk with the puppet and it says something, it has a greater impact" (Khullar, 2009).

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Further, puppetry turns panacea for the students who has verbal difficulties. When children get exposure to puppets as a substitute for schoolwork, they became more involved and participatory in other class activities as well. That's why, 'puppet therapy' being used for physical disabilities, people suffering from mental illnesses, and in rehabilitation from natural disasters. Puppets are a perfect way to turn off the TV or computer and turn on the mind for the children (Khullar, 2009 & Mendell, 2010). Therefore, this medium is useful to bring about changes in the society. It can be instrumental to break the barrier in the society for social causes. It is still being valued by various organisations to attain development in the age of the Internet.

GROWING CHALLENGES AHEAD FOR PUPPETRY

With the advent of new communication technologies like mobile and the Internet, we are coming under the speaking distance and the Canadian educator, philosopher, and scholar Herbert Marshall McLuhan's reminding statement on 'global village' has come true. McLuhan believes that electronic media would permit 'the human tribe' to become "one family" (Baran, 1999). However, technology based mass media have their own flaws and here traditional media come for the rescue, especially in the developing countries like India. In India, mass media continue to be limited largely to the urban population. The traditional arts forms have survived for centuries and they will survive in future for their flexibility (Kumar, 2006). Hence, there is no doubt that tradition media including the form of puppetry shall live in the arena of communication.

Predominantly people do have interest on traditional folk media. And puppetry has become as source of infotainment- Information and Entertainment. As a result, on the way of giving pleasure and enjoyment, puppetry educates the rural illiterates by rendering useful information on healthcare programmes, awareness on child and women education and their employment (Hazra, 2010).

Marriage of traditional media to mass media is multiplying the impact of social message dissemination. It also applies to puppetry. However, Katz and Wedell (1977) cite it is not so easy that folk media and broadcasting media will blend well. Folk arts are being withering away in

age of modernization. Sometimes folk media do not adapt well to the broadcast studio because of small in size comparison to open and bigger place where folk performances are made. Generally, traditional media run on festive and occasional days, not on any common days. In this context, integration of modern mass media and medium of puppetry should be handled with lot of care. The context, content, culture, target audience and desired goals have to be strictly kept in mind before the marriage of traditional and mass media.

RESEARCH METHODOLOGY

For the collection of primary data, here the researcher has adopted the qualitative research methods in which personal interviews and focused group discussions employed to assess the impact of puppetry as a means of communication and development in India. The researcher has interviewed various puppeteers from Odisha, Delhi, Rajasthan; non-governmental organization personnel from Social Organization for Voluntary Action (SOVA), Odisha and Tara Projects Association, New Delhi and other change agents and academicians on traditional media. Focused group discussions have been made with various puppetry groups like Mazdoor Kisan Shakti Sangathana, People's Universal Popular Puppetry Educational Theatre, puppeteers involved with SOVA and Social Work and Research Centre (SWRC), Rajasthan. Broadly, there are three types of respondents – puppetry performing groups, corporate or private organisations and Social Action Groups (SAGs) – have been addressed in course research. Various sources from books, magazines, journals, the Internet have used for the collection of secondary data.

FINDINGS AND ANALYSIS

If we analyze the media scenario in the Indian context, many would be convinced of puppetry medium or the traditional media. It is a trusted medium in which the characters are familiar and non-threatening. Hidden by a curtain, a puppeteer can make the puppet speak about social subjects like family planning, AIDS prevention and child education. However, this medium is confined to one specific region whereas mass media can cater to large number of people at a time.

Puppetry is instrumental in imparting education to the students with physical and mental illnesses. It acts as a therapy when they are exposed to puppetry shows, substitute for schoolwork. As a result, they become participatory in study activities. Such type of communication is also effective for adults besides children's classes. Shankar Singh, founder member of the Mazdoor Kisan Shakti Sangathana, an organisation have been making experiments with puppets, says it would be wrong if you take puppetry mainly for children. It is apt for spreading socially relevant messages and social movements in the countries like India. However, some communication practitioners claim that puppetry cannot deliver in comprehensive manner like mass media in all cases. Therefore, the flexibility nature of such media is questionable and debatable. In this context, social authenticity of such traditional forms should go for check up before used for dissemination of social messages to the public.

Some of the puppeteers' arguments pose counter view against the short-comings of puppetry shows meant for disseminating social messages. Puppeteer Ratan Muduli working for voluntary organization Social Organization for Voluntary Action (SOVA) at Odisha asserts that the people enjoy the every moment of puppetry show. Through their entertainment, social messages can easily be disseminated.

Puppetry and mass media have their own advantages and disadvantages. Arguments often mount which is stronger between the two. It has created a debate in which some praise puppetry having roots to ancient roots and some to mass media having technology implications.

Puppetry, as a medium for communication plays a vital role in India because of numerous reasons. Over technology-based mass media, this form of traditional media possesses superior qualities - People's medium; familiar and simple content format; live performance, instant feedback and negligible communication barrier; cost-effectiveness, flexible in nature and audience participation. However, this form of communication is being marred by number of factors – declining interest among audiences; today's less puppetry shows; inappropriate to some contents and issues; political and propaganda motivated and lack of professionalism in the shows. On the contrary, in India mass communication channels like newspaper, magazine, radio, television, film and the Internet and mobile (known as New Media) are best suited for dissemination of information to large number of people at a greater speed with a lesser cost per unit. Without media, a single day is not possible for a man in this cyber era. It's like day without media, is a day wasted. However, the Indian media is flawed with various elements like media biasness, propaganda, concentration of media ownership, paid news syndrome and page 3 reporting. However, India lives in villages where accessibility to media channels is low, causing information-gap in the society. The low level of literacy and poor electrical system can be contributed to the dysfunction of print and electronic media respectively. Therefore, mass media is often criticized as 'class media' in India.

The future of the puppetry as a means of communication and development, is vivid and its use will increase in India as communicators from government, corporate and non-governmental organizations are being inclusively involved. It is glaring from all the quarters of developmental and change agencies. It is being as a means of communication throughout the world based on its suitability to the issue. Moreover, it is more appropriate to the developing countries like India where it is being used with modern mass media tools in an integrated approach for greater impact on the audience. Initiatives like growing awareness on puppets through seminar, workshops and introduction of puppetry in academic courses in colleges and universities are major indications for the revival of this medium.

In this context, Ranjana Kanitkar running the People's Universal Popular Puppetry Educational Theatre (PUPPET) confirms that puppetry shows are pragmatic in approach. So the PUPPET has been staging puppet shows in practically every corner of the country. It is noted here that the organisation has already trained above 55,000 people in some forms of puppetry through conducting above 850 workshops.

Dr. Susmita Poddar, an expert in traditional media and post-doctoral fellow claims, "Traditional puppetry is one of the most powerful folk media of conveying social messages to a large rural mass of our country. Creators, conveyors, performances, stylistics, discourse pattern, language and all other aspects of puppetry express indigenous characteristics in such a way that a true bonding could easily be made between performers and audiences through this performance. Now non-traditional puppetry also allegorically presents even contemporary political leaders and issues. Considering its importance, West Bengal government is regularly conducting Puppetry Workshop, Training Camp and Puppetry Festivals with the selective puppet-performers of Bengal."

SUGGESTIONS AND RECOMMENDATIONS

Puppetry remains a means of communication and development in the age of television and the Internet. However, owing to make this medium more effective, certain measures can be taken on a war footing. Inspiring this medium alone and not doing any visible action can extinct such type of communication. Therefore, there should financial encouragements to the puppeteers and organisations using this medium for social change. In this context, revenue collected as entertainment tax should be allocated for the development of puppetry.

Since, puppetry is a people's medium, there should be people's movement to revive and strengthen this means of communication. Course curriculum on puppetry should be incorporated from school level and be given due weightage in Communication Studies and other Social Sciences disciplines.

The content of puppetry show should be tailor-made. It should be concise, specific and understandable to the common audiences. It should strictly demarcate the lines of propaganda and adheres to the norms of generating public opinion while staging the shows.

In order to improve in the presentation of puppetry shows for disseminating social message, government organisations like National School of Drama (NSD) should come forward. Puppeteers can be imparted professional skills to enhance their show skills.

In a view to multiply the message through puppetry medium, it can be integrated with modern and technology-based mass media. Since mass media have greater impact, integration of puppetry to these modern channels shall have amplified impact on the audience and shall reach out to the unreached.

The puppeteers disseminating social message should strike a proper balance between information and entertainment. If the shows function on the lines of entertainment only, the very cause of the shows for informative motive can be shattered. The show should not mere reduce down to the entertainment only.

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CHANGING ECONOMIC & COMMERCIAL ACTIVITIES IN RESPONSE TO URBANIZATION IN THE RURAL URBAN FRINGE OF DELHI

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INTRODUCTION

Past has witnessed urban and rural communities as physically and economically separate and distinct entities. However, the coming of industrialization led to a large scale expansion of urban areas into the countryside and this distinction between rural and urban areas is becoming increasingly blurred. Today, the increasing rural-urban interdependence and the development of transportation and communication binds the rural communities more closely than eve with their urban counterparts that in its wake has generated a zone of transition, known as 'rural-urban fringe', between the rural and the urban landscape. In this zone, the most significant and widespread effect of this process is the intensification of typical urban behaviour in rural communities, which is highly dependent on the proximity/accessibility of rural community to its urban counterpart. Therefore, the emergence of the fringe zone in India with its complex problems of adjustment of rural communities to its location with respect to the neighbouring metropolis and the changing socio-economic environment poses new challenges to the planners as well as academicians.

REVIEW OF LITERATURE

There is a paucity of literature in this field. A review of the few studies, which have appeared in this field, brings out the following facts: (1) An overwhelming number of contribution centre around the identification, definition and delimitation of the zone, rather than the dynamic process of the rural-urban fringe. (2) A sociological study provides valuable facts but it is merely a descriptive raw inventory of sociological events in a single fringe community rather than a formal analysis of fringe communities in general or with reference to their locations or accessibilities with respect to a city.

Thus, improvements in the existing literature are not likely to be made by assigning more competent persons to the task but a new study is required to reveal the changing economic and commercial activities in response to urbanization. The research is a modest attempt towards this direction.

HYPOTHESIS

The present study based on a broad hypothesis, which is neglected till date, is that 'inter-village differences in economic characteristics in response to urbanization in the rural-urban fringe are significant.

Thus, it has been assumed that being other things equal, location or accessibility of the 'fringe community' to a city play a significant role in the process of urbanization and consequently, in changing economic and commercial activities.

STUDY AREA

The Metropolitan City of Delhi, i.e. National Capital of India, has experienced growth on a mammoth scale, resulting into a dynamic and fast growing rural-urban fringe around it. Keeping in mind other things, e.g. physical conditions and type of urbanization, should be equal, the villages were selected in the same direction, i.e. in the northwest district of Delhi.

DATA AND METHODS

The study is based on empirical data obtained from households through a stratified random survey of the population of three selected villages (Fig. -.1): Badli, Khera Khurd and Holambi Kalan. All these villages have sufficient number of households of different strata viz. peasants, artisans and landless labourers. At the time of survey, Badli was in close proximity of the city of Delhi and its whole of agricultural land was acquired for urban land-uses. Khera Khurd was about one and a half kilometer away from the geographical city and its half of the agricultural land was acquired. The third village, Holambi Kalan, was about six kilometers from Delhi and its agricultural land was being cultivated. Thus, all three villages were well within the rural-urban fringe of Delhi as delimited by Nangia (1976). Further, according to Srivastva (1976) these villages were in different stages of urbanization.

The sample consists of 180 households – 60 from each village – 20 from each occupational categories; namely, peasants, artisans and landless labourers, on the basis of traditional household occupation during 'Jajmani System' – caste ridden service system. Basic statistical techniques like Chi-square have been applied to understand various aspects. The significance of inter-village differences has been tested using Chi-square at 95 per cent confidence level.

ANALYSIS OF RESULTS

The analysis indicates that metropolitan influence on fringe dwellers depends on their location. As the city comes closer to the village on the rural-urban fringe, the behaviour of the local people changes radically in terms of their household and their personal characteristics, economic and commercial activities as well as their socio-economic linkages and values. Thus, there is significant inter-village differences in economic and commercial activities in response to urbanization in the rural-urban fringe.

OCCUPATION AND OCCUPATIONAL CHANGES

The most inevitable and direct outcome of urbanization is the change in occupation of the work

force in the rural-urban fringe, which triggers many other changes.

PLACE OF WORK

Inter-village differences in the place of work were significant. Table 1 reveals, as expected, that as the city comes closer to the village, greater number of respondents seek job in the nearby city. However, during the survey it was observed that till the conversion of land-use from rural to urban sets in, a greater proportion of landless respondents seek job in the nearby city. Closer to the city this difference was not observed to be significant. A similar tendency has been recorded in case of inter-generational changes in the place of work. It was found that grandfather of almost all the respondents were employed in their respective villages. Closer to the city, changes in the place of work started, though not significantly, during the generation of fathers of respondents. However, in comparison to the respondents, a greater proportion of their second generation starts work in their village, particularly when the agricultural land has been acquired for urban-uses. This may be due to increase in threshold for non-traditional occupations, which in turn is on account of influx of outsiders and proximity to the city.

TABLE …1. PLACE OF WORK AND HOME-VILLAGE OF WORKERS*

Village	Place of Work				Total
	Home Village	Delhi	R-U Fringe	Elsewhere	
Holambi Kalan	87	55	8	9	159
Khera Khurd	51	58	3	2	114
Badli	40	57	5	2	104
Total	178	170	16	13	377

*The data refer to the number of workers from 60 households from each village.

Thus, initially all these villages had subsistence economy when almost all the villagers used to work in their villages under 'Jajmani System – caste ridden service system'. Whereas, in the process of urbanization inter-village differences become significant because a village passes through three different stages in respect of place of work. In the first stage, more landless respondents seek employment in the nearby city or elsewhere. This may be due to decreasing threshold in agricultural sector owing to mechanization in agriculture and increasing population. In the second stage, particularly after acquisition of agricultural land, work force of all the categories seek jobs in the city or elsewhere. However, at this stage unemployment is the maximum, mainly among peasants as they loose their agricultural land. The third stage is the next generation stage, when some dwellers, particularly, artisans start their work (mostly their traditional ones) in the village and sell their products or services to the villagers or in the city. Landowners are laggards in this respect and they depend on increased rental income for a long time.

NATURE OF EMPLOYMENT

In response to urbanization, 'Jajmani –System' starts vanishing because of the adaptation of the

modern technology and increasing population on the same area. Therefore, many villagers, particularly casual and semi-skilled labourers seek employment in the city. Some peasants stop farming and give their land on rent. Some landless respondents had availed this opportunity. Hence, transaction in cash substitutes the barter system – prevalent feature in 'Jajmani-System'. This cash transaction gives rise to opening of many additional shops in the village. Some artisans modify their traditional work, for example, some potters start selling their potteries, barbour set their hair-saloons, blacksmiths start mini-workshops, and the carpenters become self-employed in carpentry. Further, immigrants increase threshold for more establishments and the landless labourers also start some small shops. Table 2 reveals this sequence as with the decrease in 'Jajmani-System' greater proportion of respondents were self employed or in salaried jobs. However, this inter-village difference is not significant at 95 per cent confidence level.

TABLE ..2. NATURE OF EMPLOYMENT AND VILLAGE OF WORKERS*

Village	Nature of Employment					Total
	Salaried	Self Employed	Work for wages	Partly employed	Un-employed	
Holambi Kalan	71	65	21	2	9	168
Khera Khurd	59	42	12	1	10	124
Badli	59	37	7	1	9	113

* The data refer to the number of workers from 60 households from each village.

It was also observed that the next generation tends to opt for the same nature of employment and work, if available, though in a modified form. After acquisition of land it is not possible for peasants, who either purchase land elsewhere, seek salaried job or depend on rental income. This finding is supported by Table 3. However, inter-village differences in the nature of work are significant as there is substantial decrease in primary sector.

TABLE 3. NATURE OF WORK AND VILLAGE OF WORKERS*

Village	Nature of Work			Total
	Primary Village	Secondary	Tertiary	
Holambi Kalan	67	24	68	159
Khera Khurd	33	15	66	114
Badli	17	28	59	104
Total	117	67	193	377

* The data refer to the number of workers from 60 households from each village.

SATISFACTION WITH OCCUPATION AND THE IDEA OF CHANGE

When asked about the satisfaction with their present employment, it was found that the per cent

of satisfied respondents increased from 50 per cent in Holambi Kalan to 70 per cent in Badli (Table 4). This is due to the higher preference to urban jobs over rural jobs, and the number of persons in urban jobs was being higher in Badli.

TABLE 4. VILLAGE AND NUMBER OF SATISFIED HEADS OF HOUSEHOLDS WITH OCCUPATION

Village	Heads Satisfied with Number	Their Occupation In %
Holambi Kalan	31	19.50
Khera Khurd	37	32.46
Badli	43	41.35
Total	111	29.44

The intention to change greatly depends on the capacity to change for betterment and satisfaction with the present job (Table 5) Although it is difficult to generalize these responses but salient features can be drawn on the basis of direct interaction with the respondents:

1. About 25 per cent of the respondents are satisfied, but still want to change. Most of them are incapable to change for betterment. So, they are satisfied on the basis of their capabilities. There are very few who are satisfied, want to change and also capable to change. They are young and educated.

TABLE 5. RELATIONSHIP BETWEEN IDEA OF CHANGE AND SATISFACTION WITH JOB

Satisfied	Want to Change				Total
	Yes		No		
	Capable	Incapable	Capable	Incapable	
Yes	8	36	19	48	111
No	27	21	2	19	69
Total	35	57	21	67	180

2. About 37 per cent of the respondents are satisfied and do not want to change. Seventy-two per cent of them are not capable to change. So, they are satisfied because they cannot change. Remaining 28 per cent are those who are satisfied but do not want to change, however, they are capable. They are mostly the older or most satisfied ones.

3. A little more than 25 per cent of the total respondents are not satisfied and intend to change. Fifty-six per cent of them are capable to change. Hence, they are not satisfied according to their capabilities. Other 44 per cent do not have capability for betterment. They are mostly

engaged in petty jobs.

4. About 11 per cent are miserable, who are dissatisfied and still do not want to change. They are mostly older landless labourers.

5. Highest preference to change for betterment is for business followed by service. But as the city comes closer to the village, preference for business over service increases.

ECONOMIC LINKAGES

Urbanization not only increases the frequency of economic interaction, but also causes shifts in economic linkages. Inter-village differences in this regard reveals that such responses to urbanization depends largely on the proximity to the city as stated herein.

NATURE OF 'JAJMANI-SYSTEM'

Jajmani-System was a caste-professed service system wherein even households among different occupational categories were well defined for mutual services (Jajmani-patronage) on barter-system. In the process of urbanization these 'Jajmani-linkages' are substituted by open-market linkages, when one can go to anyone and anywhere for services. In other words, village economy becomes liberalized and sphere of interaction goes on increasing with urbanization (Table 6).

TABLE 6. VILLAGE AND NUMBER OF HEADS OF HOUSEHOLDS, THEIR GRANDFATHERS OF FATHERS HAVING JAJMANI LINKAGES*

Village	Grandfather	Father	Respondent
Holambi Kalan	49	35	9
Khera Khurd	40	30	6
Badli	33	21	0
Total	122	86	15

*The data refer to the number out of 60 from each village.

Landless labourers are first to come out of the 'Jajmani-System' as they stated that modern-salaried jobs are better than 'jajmani-salaried' ones. Artisans leave the 'Jajmani-System because of the lack of threshold for their increasing population, on the one hand, and decreasing business due to the introduction of modern technology, on the other. Secondly, in the process of urbanization self-sustained village economy is being transferred into market economy and the barter system is substituted with cash transactions because many persons, particularly those who are employed in modern salaried jobs elsewhere, receive in cash and pay in cash. Thus, with the introduction of modern technology, market gardening and modern salaried employment in the process of urbanization, intra-village linkages are decreasing.

RURAL-URBAN LINKAGES

Even a cursory study of Table 7 and 8 reveals an overwhelming attraction of Delhi for the vast majority of its fringe dwellers. Every respondent visits Delhi, although frequency of visit varies from daily to monthly. But inter-village differences are significant in this respect. This differentiation may be due to the following reasons: (i) Introduction of market gardening and its

increasing trend needs frequent visits to the city for marketing. (ii) Introduction of modern technology and increasing population have decreased per capita opportunities for employment in the villages. On the other hand, increase in the employment opportunities in the city has attracted many fringe dwellers for modern salaried system. Such employees visit the city daily. (iii) Among the peasants, who have got modern salaried employment and who have nuclear families give their agricultural land on rent. In this process the landless become the leading tenants and start market gardening, which increases their visit to the city. Further, as stated by the landless labourers, even petty jobs offered in the city are better paid than their services in the 'Jajmani-System'. So, they are most attracted to the city. (iv) With urbanization, demand increases not in quantity but also for more variety of goods and services, particularly higher order goods, which are not available in villages. (v) After acquisition of agricultural land demand for higher order goods and services increases rapidly, for which visit to the city increases. Lower order goods and services become available in the village due to increase in demand owing to increase in cash flow and a rapid increase in the number of lower income immigrants. The ultimate result is that the frequency of visits to the city for higher order goods and services increases but the total number of visits decreases as in the case of Badli. In this support it was found that awareness of higher order markets goes on increasing as the city comes closer to the village. Thus, in the process of urbanization not only 'Jajmani-System' get changed into rural-urban economic linkages but frequency of interaction also goes on increasing.

TABLE 7. FREQUENCY OF VISITS TO DELHI*

Village	Frequency of Visits					
	Daily almost	2-3 days	4-7 days	8-15 days	16-30 days	Monthly
Holambi Kalan	24	6	8	3	11	8
Khera Khurd	36	7	2	5	5	5
Badli	36	3	5	3	4	9
Total	96	16	15	11	20	22

*The data refer to the number of 60 households from each village.

TABLE   8. NUMBER OF MONTHLY VISITS FOR WORK AND OTHER ECONOMIC PURPOSEES*

Village	Number of Visits		Total
	For Work	Other Eco Purpose	
Holambi Kalan	572	197	769
Khera Khurd	877	180	1057
Badli	884	135	1019
Total	2333	512	2845

*The data refer to the number of visits by the heads of 60 households from each village. Social Linkages

Village has frequently been characterized as a place where there is not only a strong sense of "community" feeling, but also a high degree of interaction among its dwellers. However, in the present study it was found that as a result of metropolitan influence such a pattern of relationship rapidly breaks down.

Degree of social linkages can be measured in terms of consumption of sugar in one male's marriage (in female's marriage "baraat – bridegroom and his guests" also attend the function but does not constitute one's social circle.

It is evident from Table 9 that on an average 141 kilograms of sugar are consumed in the marriage of a male. But there are significant inter-village differences in this regard. Table 9. Average Consumption of Sugar in Male's Marriage.

Village	Consumption of Sugar (in Kg.) in Male's Marriage
Holambi Kalan	175
Khera Khurd	143
Badli	106
Total (average)	141

The data reveals that the degree of social linkages are shrinking rapidly in response to urbanization. On the other hand, such linkages with the city are increasing slowly (Table 10).

TABLE 10. FREQUENCY OF HEADS ACCORDING TO VILLAGE AND LOCATION OF CLOSEST FRIEND*

Village	Home-Village	Delhi	R-U Fringe	Total
Holambi Kalan	31	5	1	37
Khera Khurd	25	6	2	33
Badli	15	8	2	25
Total	71	19	5	95

*The data refer to the number of heads of 60 households from each village.

It has been greatly argued that "keeping yourself to yourself" is urban way of life. In villages reciprocal relations are most required because of poor marketing facilities. Secondly, every household in the village cannot have sufficient quantities of implements, which are not required frequently. In this respect, Table 11 depicts typical way of life in fringe communities and its changing pattern in response to urbanization. Explicitly, in a metropolitan fringe as the city comes closer to the village the number of households, having no reciprocal relation with

neighbours increases significantly. This conclusion is further justified by Table 12.

TABLE 11. NUMBER OF HOUSEHOLDS HAVING NO RECIPROCAL RELATIONS WITH THEIR NEIGHBOURS

Village	Frequency
Holambi Kalan	9
Khera Khurd	15
Badli	19
Total	43

TABLE 12. FREQUENCY DISTRIBUTION OF HEADS ACCORDING TO NATURE OF NEIGHBOURLINESS*

Village	Good	Neutral	Bad
Holambi Kalan	47	4	9
Khera Khurd	41	4	15
Badli	44	12	4
Total	132	20	28

*The data refer to the number of heads from 60 households from each village.

The inter-village differences in neighbourly relations are significant at Chi-square test. A close comparison between Holambi Kalan and Badli reveals that as the city comes closer to the village, more and more households become indifferent to their neighbours. However, during this process there exists a stage of greater deterioration in social relations, when agricultural land is acquired and people receive compensation, for example, in Khera Khurd. This deterioration ultimately leads to indifferent attitude.

HOUSEHOLD AND PERSONAL CHARACTERISTICS

One of the major responses to urbanization was recorded in the form of changing types of households. It is pertinent to point out that no extended household was found in the sample. Therefore, it may be assumed that this rural-urban fringe consists of only joint and nuclear households.

Table 13 depicts significant inter-village differences. As one moves closer to the city (Holambi Kalan - Khera Khurd - Badli), the per cent of nuclear households goes on increasing. It means that in response to urbanization joint households break up into nuclear households.

TABLE   13. TYPE OF HOUSEHOLDS*

Village	Joint	Nuclear
Holambi Kalan	41	19
Khera Khurd	30	30
Badli	29	31
Total	100	80

*The data refer to the number of 60 households from each village.

Such a discussion calls for further explanation as to the changes in the popularity of nuclear household as well as degree of jointness in joint households. The degree of jointness can be measured by the average number of married couples in a joint household. This average is found to be decreasing closer to the city(Table 14).

TABLE   14. AVERAGE NUMBER OF MARRIED COUPLES IN JOINT HOUSEHOLDS

Village	Average Number of Married Couples/Joint Household
Holambi Kalan	3.19
Khera Khurd	2.23
Badli	2.14
Total	2.65

This idea is further corroborated in Table 15. Decreasing average age of the heads of nuclear households from Holambi Kalan to Khera Khurd and Badli demonstrates the fact that breakup of joint households into nuclear ones takes place at younger age in villages closer to the city.

TABLE   15. AVERAGE AGE OF HEADS OF HOUSEHOLDS

Village	Average Age (in years)
Holambi Kalan	48.8
Khera Khurd	43.1
Badli	41.9
Total	44.6

Thus, it can be concluded that closer to the city not only proportion of nuclear households goes on increasing but nuclearization of households takes place at younger age. Secondly, the degree of jointness in joint households is found to be decreasing. This is due to many social and economic factors. For example, introduction of market gardening and modern salaried employment instead of 'Jajmani linkages', led to independent earners in cash, which in turn has decreased inter-dependence among members of a household. Empirically, very high positive

relationship was found between workers engaged in tertiary activity and nuclear household. Further, with the advent of modern technology village activities (mainly primary) have become less labour oriented.

CONCLUSION

From the foregoing analysis it is concluded that metropolitan influence on the rural-urban fringe dwellers depends upon their location. As the city comes closer to the village, the behaviour of the local people changes radically in terms of occupation, economic characteristics as well as household and personal characteristics. In the process of urbanization, some sort of reshuffling takes place in inter-generation nature of employment. Joint households break up into nuclear ones due to decreasing requirement of large household for agriculture as well as decreasing interdependence among family members. As the city comes closer to the village, market economy substitutes the subsistence village economy. Consequently economic values surpass the social values and some sort of 'bad politics' is started and the social linkages/cohesiveness suffers greatly. Subsequently, the behaviour of the native people is radically metamorphosed. Therefore, the research hypothesis; 'inter-village differences in response to urbanization in the rural-urban fringe' is accepted.

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INTERNET BANKING – BENEFITS AND CHALLENGES IN PRESENT SCENARIO

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INTRODUCTION

The advent of Internet has initiated an electronic revolution in the global bankingsector. The dynamic and flexible nature of this communication channel as well as itsUbiquitous reach has helped in leveraging a variety of banking activities. Electronicbanking, also known as electronic funds transfer (EFT), is simply the use ofelectronic means to transfer funds directly from one account to another, rather than bycheque or cash. You can use electronic funds transfer to:

- Have your paycheck deposited directly into your bank or credit unionchecking account.

- Withdraw money from your checking account from an ATM machine with apersonal identification number (PIN), at your convenience, day or night.

- Instruct your bank or credit union to automatically pay certain monthly bill from your account, such as your auto loan or your mortgage payment.

- Have the bank or credit union transfer funds each month from your checkingaccount to your mutual fund account.

- Have your government social security benefits check or your tax refunddeposited directly into your checking account.

- Buy groceries, gasoline and other purchases at the point-of-sale, using a checkcard rather than cash, credit or a personal check.

- Use a smart card with a prepaid amount of money embedded in it for useinstead of cash at a pay phone, expressway road toll, or on college campuses atthe library's photocopy machine or bookstores.

- Use your computer and personal finance software to coordinate your totalpersonal financial management process, integrating data and activities related toyour income, spending, saving, investing, recordkeeping, bill-paying and taxes,along with basic financial analysis and decision making

INTERNET BANKING

Internet Banking lets you handle many banking transactions via your personalcomputer. For instance, you may use your computer to view your account balance,request transfers between accounts, and pay bills electronically.

Internet banking system and method in which a personal computer is connected by anetwork service provider directly to a host computer system of a bank such thatcustomer service requests can be processed automatically without need for intervention by customer service representatives. The system is capable ofdistinguishing between those customer service requests which are capable ofautomated fulfillment and those requests which require handling by a customer service representative. The system is integrated with the host computer system of thebank so that the remote banking customer can access other automated services of bank. The method of the invention includes the steps of inputting a customer bankingrequest from among a menu of banking requests at a remote personnel computer;transmitting the banking requests to a host computer over a network; receiving therequest at the host computer; identifying the type of customer banking requestreceived; automatic logging of the service request, comparing the received request toa stored table of request types, each of the request types having an attribute to indicatewhether the request type is capable of being fulfilled by a customer servicerepresentative or by an automated system; and, depending upon the attribute,directing the request either to a queue for handling by a customer servicerepresentative or to a queue for processing by an automated system.

AUTOMATED TELLER MACHINES (ATM)

An automated teller machine or automatic teller machine(ATM) is an electroniccomputerized telecommunications device that allows a financial institution'scustomers to directly use a secure method of communication to access their bankaccounts, order or make cash withdrawals (or cash advances using a credit card) andcheck their account balances without the need for a human bank teller. Many ATMsalso allow people to deposit cash or cheques, transfer money between their bankaccounts, top up their mobile phones' pre-paid accounts or even buy postage stamps.

On most modern ATMs, the customer identifies him or herself by inserting a plasticcard with a magnetic stripe or a plastic smartcard with a chip that contains his or heraccount number. The customer then verifies their identity by entering a passcode,often referred to as a PIN (Personal Identification Number) of four or more digits.Upon successful entry of the PIN, the customer may perform a transaction. Thegrowth of ATM's has rapidly grown in the public places around the globe.

TELE BANKING

Undertaking a host of banking related services including financial transactions fromthe convenience of customers chosen place anywhere across the GLOBE and anytime of date and night has now been made possible by introducing on-lineTelebanking services. By dialing the given Telebanking number through a landline ora mobile from anywhere, the customer gets the following facilities

- Automatic balance voice out for the default account.

- Balance inquiry and transaction inquiry in all

- Inquiry of all term deposit account

- Statement of account by Fax, e-mail or ordinary mail.

- Cheque book request

- Stop payment which is on-line and instantaneous

- Transfer of funds with CBS which is automatic and instantaneous

- Utility Bill Payments

- Renewal of term deposit which is automatic and instantaneous

- Voice out of last five transactions.

SMART CARD

A smart card usually contains an embedded 8-bit microprocessor (a kind of computerchip). The microprocessor is under a contact pad on one side of the card. Think of themicroprocessor as replacing the usual magnetic stripe present on a credit card or debitcard.

The microprocessor on the smart card is there for security. The host computer andcard reader actually "talk" to the microprocessor. The microprocessor enforces accessto the data on the card.

The chips in these cards are capable of many kinds of transactions. For example, aperson could make purchases from their credit account, debit account or from a storedaccount value that's reload able. The enhanced memory and processing capacity of the smart card is many times that of traditional magnetic-stripe cards and canaccommodate several different applications on a single card. It can also holdidentification information, which means no more shuffling through cards in the walletto find the right one -- the Smart Card will be the only one needed.

Smart cards can also be used with a smart card reader attachment to a personalcomputer to authenticate a user.Smart cards are much more popular in Europe than in the U.S. In Europe the healthinsurance and banking industries use smart cards extensively. Every German citizenhas a smart card for health insurance. Even though smart cards have been around intheir modern form for at least a decade, they are just starting to take off in the U.S.

DEBIT CARD

Debit cards are also known as check cards. Debit cards look like credit cards or ATM(automated teller machine) cards, but operate like cash or a personal check. Debitcards are different from credit cards. While a credit card is a way to "pay later," adebit card is a way to "pay now." When you use a debit card, your money is quicklydeducted from your checking or savings account.Debit cards are accepted at many locations, including grocery stores, retail stores,gasoline stations, and restaurants. .

E-CHEQUE

- An e-Cheque is the electronic version or representation of paper cheque.

- The Information and Legal Framework on the E-Cheque is the same as that ofthe paper cheque.

- It can now be used in place of paper cheques to do any and all remotetransactions.

- An E-cheque work the same way a cheque does, the cheque writer "writes"the e-Cheque using one of many types of electronic devices and "gives" the e-Cheque to the payee

electronically. The payee "deposits" the Electronic Chequereceives credit, and the payee's bank "clears" the e-Cheque to the paying bank.

- The paying bank validates the e-Cheque and then "charges" the check writer'saccount for the check.

OTHER FORMS OF ELECTRONIC BANKING

- Direct Deposit

- Electronic Bill Payment

- Electronic Check Conversion

- Cash Value Stored, Etc.

BENEFITS OF E-BANKING

FOR BANKS

Price- In the long run a bank can save on money by not paying for tellers or formanaging branches. Plus, it's cheaper to make transactions over the Internet.

Customer Base- the Internet allows banks to reach a whole new market- and a welloff one too, because there are no geographic boundaries with the Internet. TheInternet also provides a level playing field for small banks who want to add to theircustomer base.

Efficiency- Banks can become more efficient than they already are by providingInternet access for their customers. The Internet provides the bank with an almostpaper less system.

Customer Service and Satisfaction- Banking on the Internet not only allow thecustomer to have a full range of services available to them but it also allows themsome services not offered at any of the branches. The person does not have to go to abranch where that service may or may not be offer. A person can print of information,forms, and applications via the Internet and be able to search for informationefficiently instead of waiting in line and asking a teller. With more better and fasteroptions a bank will surely be able to create better customer relations and satisfaction.

Image- A bank seems more state of the art to a customer if they offer Internet access.A person may not want to use Internet banking but having the service available givesa person the feeling that their bank is on the cutting image.

FOR CUSTOMERS

- **BILL PAY**: Bill Pay is a service offered through Internet banking that allows thecustomer to set up bill payments to just about anyone. Customer can select the personor company whom he wants to make a payment and Bill Pay will withdraw themoney from his account and send the payee a paper check or an electronic payment

- **OTHER IMPORTANT FACILITIES**: E- banking gives customer the control over nearly everyaspect of managing his bank accounts. Besides the Customers can, Buy and SellSecurities, Check Stock Market Information, Check Currency Rates, Check Balances,See which checks are cleared, Transfer Money, View Transaction History and avoidgoing to an actual bank. The best benefit is that Internet banking is free. At manybanks the customer doesn't have to maintain a required minimum balance. The secondbig benefit is better interest rates for the customer.

CONCERNS WITH E-BANKING

As with any new technology new problems are faced.Customer support - banks will have to create a whole new customer relationsdepartment to help customers. Banks have to make sure that the customers receiveassistance quickly if they need help. Any major problems or disastrous can destroythe banks reputation quickly and easily. By showing the customer that the Internet isreliable you are able to get the customer to trust online banking more and more.

LAWS - While Internet banking does not have national or state boundaries, the law does. Companies will have to make sure that they have software in place software market, creating a monopoly.

SECURITY: customer always worries about their protection and security or accuracy.There is always question whether or not something took place.

OTHER CHALLENGES: lack of knowledge from customers end, sit changes by the banks,etc.

CHALLENGES OF THE "E-BANKINGREVOLUTION"

Electronic banking is the wave of the future. It provides enormous benefits toconsumers in terms of the ease and cost of transactions. But it also put challenges for country authorities in regulating and supervising the financial systemand in designing and implementing macroeconomic policy.

Electronic banking has been around for some time in the form of automatic tellermachines and telephone transactions. More recently, it has been transformed by theInternet, a new delivery channel for banking services that benefits both customers andbanks. Access is fast, convenient, and available around the clock, whatever thecustomer's location (see illustration above). Plus, banks can provide services moreefficiently and at substantially lower costs. For example, a typical customertransaction costing about $1 in a traditional "brick and mortar" bank branch or $0.60through a phone call costs only about $0.02 online.

Electronic banking also makes it easier for customers to compare banks' services andproducts, can increase competition among banks, and allows banks to penetrate newmarkets and thus expand their geographical reach. Some even see electronic bankingas an opportunity for countries with underdeveloped financial systems to leapfrogdevelopmental stages. Customers in such countries can access services more easilyfrom banks abroad and through wireless communication systems, which aredeveloping more rapidly than traditional "wired" communication networks.

The flip side of this technological boom is that electronic banking is not only susceptible to, but may exacerbate, some of the same risks—particularly governance,legal, operational, and reputational—inherent in traditional banking. In addition, itposes new challenges. In response, many national regulators have already modifiedtheir regulations to achieve their main objectives: ensuring the safety and soundnessof the domestic banking system, promoting market discipline, and protectingcustomer rights and the public trust in the banking system. Policymakers are alsobecoming increasingly aware of the greater potential impact of macroeconomic policyon capital movements.

NEW CHALLENGES FOR REGULATORS

This changing financial landscape brings with it new challenges for bank management and regulatory and supervisory authorities. The major ones stem fromincreased cross-border transactions resulting from drastically lower transaction cost and the greater ease of banking activities, and from the reliance on technology toprovide banking services with the necessary security.

REGULATORY RISK: Because the Internet allows services to be provided from anywherein the world, there is a danger that banks will try to avoid regulation and supervision.What can regulators do? They can require even banks that provide their services froma remote location through the Internet to be licensed. Licensing would be particularlyappropriate where supervision is weak and cooperation between a virtual bank andthe home supervisor is not adequate. Licensing is the norm, for example, in theUnited States and most of the countries of the European Union. A virtual banklicensed outside these jurisdictions that wishes to offer electronic banking servicesand take deposits in these countries must first establish a licensed branch.

Determining when a bank's electronic services trigger the need for a license can bedifficult, but indicators showing where banking services originate and where they areprovided can help. For example, a virtual bank licensed in country X is not seen astaking deposits in country Y if customers make their deposits by posting checks to anaddress in country X. If a customer makes a deposit at an automatic teller machine incountry Y, however, that transaction would most likely be considered deposit takingin country Y. Regulators need to establish guidelines to clarify the gray areas betweenthese two cases.

LEGAL RISK: Electronic banking carries heightened legal risks for banks. Banks canpotentially expand the geographical scope of their services faster through electronicbanking than through traditional banks. In some cases, however, they might not befully versed in a jurisdiction's local laws and regulations before they begin to offerservices there, either with a license or without a license if one is not required. When alicense is not required, a virtual bank—lacking contact with its host countrysupervisor—may find it even more difficult to stay abreast of regulatory changes. Asa consequence, virtual banks could unknowingly violate customer protection laws,including on data collection and privacy, and regulations on soliciting. In doing so,they expose themselves to losses through lawsuits or crimes that are not prosecutedbecause of jurisdictional disputes.

Money laundering is an age-old criminal activity that has been greatly facilitated byelectronic banking because of the anonymity it affords. Once a customer opens anaccount, it is impossible for banks to identify whether the nominal account holder isconducting a transaction or even where the transaction is taking place. To combat money laundering, many countries have issued specific guidelines on identifyingcustomers. They typically comprise recommendations for verifying an individual'sidentity and address before a customer account is opened and for monitoring onlinetransactions, which requires great vigilance.

In a report issued in 2000, the Organization for Economic Cooperation and Development's Financial Action Task Force raised another concern. With electronicbanking crossing national boundaries, whose regulatory authorities will investigateand pursue money laundering

violations? The answer, according to the task force, liesin coordinating legislation and regulation internationally to avoid the creation of safehavens for criminal activities.

OPERATIONAL RISK: The reliance on new technology to provide services makes security and system availability the central operational risk of electronic banking. Security threats can come from inside or outside the system, so banking regulatorsand supervisors must ensure that banks have appropriate practices in place toguarantee the confidentiality of data, as well as the integrity of the system and thedata. Banks' security practices should be regularly tested and reviewed by outsideexperts to analyze network vulnerabilities and recovery preparedness. Capacityplanning to address increasing transaction volumes and new technologicaldevelopments should take account of the budgetary impact of new investments, theability to attract staff with the necessary expertise, and potential dependence onexternal service providers. Managing heightened operational risks needs to becomean integral part of banks' overall management of risk, and supervisors need to includeoperational risks in their safety and soundness evaluations.

REPUTATIONAL RISK: Breaches of security and disruptions to the system's availabilitycan damage a bank's reputation. The more a bank relies on electronic deliverychannels, the greater the potential for reputational risks. If one electronic bankencounters problems that cause customers to lose confidence in electronic delivery channels as a whole or to view bank failures as system wide supervisory deficiencies,these problems can potentially affect other providers of electronic banking services.

In many countries where electronic banking is becoming the trend, bank supervisorshave put in place internal guidance notes for examiners, and many have released riskmanagementguidelines for banks.

Reputational risks also stem from customer misuse of security precautions orignorance about the need for such precautions. Security risks can be amplified andmay result in a loss of confidence in electronic delivery channels. The solution isconsumer education—a process in which regulators and supervisors can assist. Forexample, some bank supervisors provide links on their websites allowing customersto identify online banks with legitimate charters and deposit insurance. They alsoissue tips on Internet banking, offer consumer help lines, and issue warnings aboutspecific entities that may be conducting unauthorized banking operations in thecountry.

REGULATORY TOOLS TO OVERCOMECHALLENGES

There are four key tools that regulators need to focus on to address the newchallenges posed by the arrival of E-banking.

ADAPTATION: In light of how rapidly technology is changing and what the changes mean for banking activities, keeping regulations up to date has been, and continues tobe, a far-reaching, time-consuming, and complex task. In May 2001, the Bank forInternational Settlements issued its "Risk Management Principles for ElectronicBanking," which discusses how to extend, adapt, and tailor the existing riskmanagementframework to the electronic banking setting. For example, itrecommends that a bank's board of directors and senior management review and approve the key aspects of the security control process, which should includemeasures to authenticate the identity and authorization of customers, promote nonrepudiation of transactions, protect data integrity, and ensure segregation of dutieswithin E-banking systems, databases, and applications. Regulators and supervisorsmust also ensure that their staffs have the relevant technological

expertise to assesspotential changes in risks, which may require significant investment in training and inhardware and software.

LEGALIZATION: New methods for conducting transactions, new instruments, and newservice providers will require legal definition, recognition, and permission. Forexample, it will be essential to define an electronic signature and give it the samelegal status as the handwritten signature. Existing legal definitions and permissions—such as the legal definition of a bank and the concept of a national border—will alsoneed to be rethought.

HARMONIZATION: International harmonization of electronic banking regulation mustbe a top priority. This means intensifying cross-border cooperation betweensupervisors and coordinating laws and regulatory practices internationally anddomestically across different regulatory agencies. The problem of jurisdiction that arises from "borderless" transactions is, as of this writing, in limbo. For now, each country must decide who has jurisdiction over electronic banking involving itscitizens. The task of international harmonization and cooperation can be viewed asthe most daunting in addressing the challenges of electronic banking.

INTEGRATION: This is the process of including information technology issues and theiraccompanying operational risks in bank supervisors' safety and soundnessevaluations. In addition to the issues of privacy and security, for example, bankexaminers will want to know how well the bank's management has elaborated itsbusiness plan for electronic banking. A special challenge for regulators will besupervising the functions that are outsourced to third-party vendors.

LOOKING FORWARD

An old Chinese saying goes: If you don't know where you are going -you will never get there. Globally, the financial sector is metamorphosingunder the impact of competitive, regulatory and technological forces. The bankingsector is currently in a transition phase with re-alignment, mergers and entry of newplayers from different industry is becoming common. Many countries including arede-regulating their banking sector and government policies no longer form an entrybarrier to banks competitors.

Technology has leveled the playing field: the bargaining power of consumers isincreasing, switching costs are becoming lower and consumer loyalties are harder toretain. Primary goal of the banking sector including every Bank is mainly to makeprofit, which in turn is ploughed back to increase business and reach, and paydividends or share profits to the stakeholders. This is perfectly correct, yet genericgoal. More over the product (schemes) differentiation is very difficult for banks asmost of the products sold are constrained by legal or industry regulations. Now, if youare already thinking about Technology as a tool in Banking you could probably setsome of these goals:

- Selling financial products and services

- Cutting operational costs

- Branding & Market recognition

- Keeping profitable customers

Every day more and more people are turning to the Technology for their personalbanking. It is a safe, convenient way to shop for financial services, maintain bankaccounts and conduct business

24 hours a day. Every one of us has always enjoyed aspecial relationship with their neighborhood bank. Why are so many people suddenlychoosing their personal computers as the new way to view and manage their money?

Quite simple - because it is a valuable option to have. Bank customers can save timeby banking online. There is no need to stand in one more line to perform the mostbasic transactions when they can be done quickly from the desktop PC anytime, dayor night. But even with more complicated transactions or investment decisions,people like having direct control over their finances themselves. They find itconvenient to access all of their financial information in one place. Ease of use is oneof the most important factors. Navigation through online banking should be simpleand intuitive. Banks need to appeal to customers who may not be technologicallysophisticated, and should not require an engineering degree to get started or use theservice. Customers also choose banks whose online services are reliable. Most Banksnow offers a comprehensive range of financial products and services, including aFREE checking account and internet bill paying services. In addition, an array ofchecking accounts is available in which you may also request a FREE check card.

Hence most Banks of following Electronic Banking or Internet Banking FREE have following services:

Get your balance details, Obtain your last 3 transaction details, Request a cheque book, Stop a cheque payment, Enquire cheque status, Request an account statement,Get Fixed Deposit details, Bill payment details for electricity, mobile phone andtelephone services, Convenience of setting an operative account, Designate aparticular account linked to your customer id as the operative account. CustomerService available 24 hours a day, 7 days a week E-banking Benefits. Benefits for the bank should always reflect benefits for the customer of bankingservices.

CONCLUSION

From all of this, we have learnt that information technology has empoweredcustomers and businesses with information needed to make better investmentdecisions. At the same time, technology is allowing banks to offer new products,operate more efficiently, raise productivity, expand geographically and competeglobally. A more efficient, productive banking industry is providing services ofgreater quality and value.

E-banking has become a necessary survival weapon and is fundamentally changingthe banking industry worldwide. Today, the click of the mouse offers customersbanking services at a much lower cost and also empowers them with unprecedentedfreedom in choosing vendors for their financial service needs. No country today has achoice whether to implement E-banking or not given the global and competitivenature of the economy. The invasion of banking by technology has created aninformation age and commoditization of banking services. Banks have come to realizethat survival in the new e-economy depends on delivering some or all of their bankingservices on the Internet while continuing to support their traditional infrastructure.

The rise of E-banking is redefining business relationships and the most successfulbanks will be those that can truly strengthen their relationship with their customers.Without any doubt, the international scope of E-banking provides new growthperspectives and Internet business is a catalyst for new technologies and new businessprocesses. With rapid advances in telecommunication systems and digital technology,

E-banking has become a strategic weapon for banks to remain profitable. It has beentransformed beyond what anyone could have foreseen 25 years ago.

Two years ago, E-banking was a strategic advantage, nowadays; it is a business reality, if not a necessity.

SUO MOTO ACTION BY PSHRC IN CASES OF CUSTODIAL TORTURES: AN APPRAISAL

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ABSTRACT

Human rights are basic standards without which people cannot live with dignity. The Human Rights needs to be protected in general and that too from the human beings in particular. In a democratic society like India, it is the responsibility of the State to protect and promote human rights. All State institutions whether they are the police department, the army, the judiciary or civil administration have a duty to respect human rights, prevent human rights violations, and take active steps for the promotion of human rights. The very respect for human rights lies at the heart of good governance. The role of the police is especially significant in this respect. The police is charged with the responsibility of maintaining order and enforcing laws. Thus, the onus of bringing those who break the law including laws which protect peoples human rights before the criminal justice system lies on the police. This paper is an attempt to examine whether Police acts as Protector of Human Rights or acts against human beings in manner which is inhumane.

INTRODUCTION

Human rights are the rights related to life, liberty, equality and dignity of the individual guaranteed by the constitution or embodied in the international covenants and enforceable by the courts. The very belief, that the concept of Human Rights is western, is grounded in the historical fact that the first expression of the term was found in the Magna Carta of the year 1215 which was followed by the Petition of Rights of 1628 and the Bill of Rights of 1688, The American Bill of Rights of 1791 and the French Declaration of the Right of Man of 1789[1], which became the milestones. Since almost all the western countries have adopted democratic form of governments coupled with the fact that these countries are miles ahead on the scale of development, the advocacy and protection of Human Rights is deeply rooted in political, administrative and social fabric of these nations which is very well supported by relief mechanism. On the other hand, Indian thinkers were of the view that it is not justified limiting the origin of concept of Human Rights to the Western world only. They claimed that what the

west has discovered today in the field of Human Rights has been an accepted principle of the Indian society and rulers which has been reflected through rich legacy of historical traditions and culture since time immemorial.

The role of police is well defined to ensure that rights of human beings are well protected against the violation of any kind by anybody yet many a times, while discharging this duty, actions of the police conflict with human rights. However, the police as protectors of the law have both a legal duty and a moral obligation to uphold human rights standards and act strictly in accordance with the law and the spirit of our Constitution[2].

Keeping the very purpose of the Constitution to safe guard the Human Rights of the both seekers and the providers largely was initiated after independence, when the Government of India introduced the Human Rights Commission Bill in the Lok Sabha on 14th May, 1992. On 28th September 1993 President of India promulgated an Ordinance namely "Protection of Human Rights Ordinance". This ordinance was replaced by the Protection of Human Rights Act 1993. The National Human Rights Commission (NHRC) was constituted under this Act on 12th October, 1993.After the establishment of the NHRC it was mandatory for the State Governments to constitute the State Human Rights Commission.

PUNJAB STATE HUMAN RIGHTS COMMISSION

On the basis of the guidelines laid down by NHRC the decision to establish the Punjab State Human Rights Commission was taken under the notification by the State Government on 17th March 1997 under The Protection of Human Rights Act 1993. The Commission started functioning on 16th July 1997. The section 21(2) of the Act makes provision for constitution of State Human Rights Commission consisting of:[3]

- A Chairperson who has been a Chief Justice of a High Court;

- One Member who is, or has been the Judge of the High Court;

- One member who is, or has been a District Judge in the State;

- Two members to be appointed from amongst person having knowledge of, or practical experience in matters relating to Human Rights.

OBJECTIVES OF THE STUDY

- To analyze the cases of custodial torture and suo-moto action taken on those by PSHRC.

HYPOTHESES OF THE STUDY

- The PSHRC promptly takes up suo moto cognizance of the Human Rights violation in regard to Custodial torture in the state.

The PSHRC has played a leading role as far as taking Suo Moto cognizance in cases of violation of Human Rights in the State. In all 447 such cases were initiated by the Commission out of which 39 cases were such due to Police atrocities the suo-moto cognizance was taken by the PSHRC. From the total number of cases there were 14 cases of torture and 11 cases of death. For the present study out of the 14 cases of Custodial torture 6 cases will be taken up for the present study.

SUO MOTO ACTION BY PSHRC IN CASES OF CUSTODIAL TORTURES

CASE NUMBER: The said case was registered under the file number 3194/2/2008

PLACE AND DATE OF INCIDENT: The incident took place at Bathinda and the date of incident was unknown.

SUMMARY OF THE CASE: "Bathinda Police Nein Ik Hor Chand Chahria - Apna Langri Hee Tashadad Karke Nakara Keeta". The news itself was self-explanatory. The date for commencement of the case was fixed for 8th April 2008. The facts of the case were that one person was working as a class IV employee (Cook) in the Police Department at the residences of different police officers in Bathinda for the past 20 years. Before the incident in question, he was working as such at the residence of one IPS under-training officer and the wife of the officer alleged that victim had stolen her jewellery about one and a half months back. The cook was ordered to give back the jewellery and on 5th April 2008 he was sent to the CIA Staff, Bathinda, where he was subjected to third degree torture methods due to which he became disabled. The wife of victim even solicited before the police officers but in vain. She took her husband to the Civil Hospital, Bathinda, for treatment but even there the Doctors did not attended them. The Commission took suo motu cognizance of the matter and called for the report of the State Government in the Home Department through SSP Bathinda positively within two weeks. The case was adjourned to 28th April 2008 and a copy of the order along with a copy of the news cutting was sent to PSH, ADGP (IVC)-cum-Human Rights and SSP Bathinda for information and strict compliance. The documents were sent by fax also to SSP Bathinda.

FINAL ORDERS BY THE COMMISSION: Final order of the case was delivered on 6th June 2008 and Shri S.S.Chahal, S.P. (D), Bathinda produced the victim. The statement made by victim was read to him and he stated before the commission that he did not made any such statement and that too without any pressure or coercion. Therefore, since in the statement revealed nothing against the police officials the Commission considered it appropriate to close the further proceedings in the matter. The file was consigned to the record room and a copy of the order was sent to Principal Secretary Home, ADGP (IVC)-cum-Human Rights and SSP Bathinda.

CASE NUMBER: The said case was registered under the file number 5251/6/2007.

PLACE AND DATE OF INCIDENT: The incident took place on 27th May, 2007 at Gurdaspur.

SUMMARY OF THE CASE: Man, son-in-law tortured in illegal detention was appeared in THE TRIBUNE, dated 28th May 2007. The date for commencement of the case was fixed for 28th May 2007. The Commission read the contents of the news-item, took cognizance of the matter under the protection of Human Rights Act,1993 and called for a report of the State Government in the Home Department and from SSP, Batala, before the next date of hearing. A copy of the order and that of complaint was sent to PSH, ADGP (IVC)-cum-Human Rights and SSP, Batala, for information and compliance and the case was adjourned to 29th June 2007.

FINAL ORDERS BY THE COMMISSION: Final order of the case was delivered on 31st July 2007. In the presence of the respectable chair the said victim realized his mistake and admitted that he owed Rs.15, 000/- to Sarpanch. He compromised that in lieu thereof he would work as a Siri with Sarpanch @ Rs.1500/- per month. On their compromise, the victim and his father-in-law affixed their signatures willingly and without any pressure from any quarter. So the

allegations of illegal detention or torture were refuted and the victim left the police post along with Sarpanch and other respectable of the area. Subsequently, the aforesaid victim, at the instigation of someone, gave some false news in the press. Thus, it was concluded that there was no truth in the news-item. After going through the contents of the said police report carefully, the Commission did not want to proceed further in the case and thus closed the proceedings. A copy of the order was sent to PSH, ADGP/IVC-cum-Human Rights and SSP Batala, for information.

CASE NUMBER: The said case was registered under the file number 11699/0/2007

PLACE AND DATE OF INCIDENT: The incident took place on 29th September 2007 at Chandigarh.

SUMMARY OF THE CASE: "Maa ka arop punjab police karmio ne peeta beta" in Punjab Kesari dated 28th September 2007. After considering the news-item, the Commission found it to be a fit case for proceeding under section 12 of the Protection of Human Rights Act, 1993. The hearing of the case was fixed for 1st October 2007. In such a connection, a report under section 17 (i) of the Act was called for from the ADGP (IVC)-cum-Human Rights, Punjab, well before 22nd November 2007. On given date the complaint was to be considered by the Commission for further intellection at 10.00 a.m. A copy of the order together with a copy of the clipping/news-item was sent to Principal Secretary to Government, Punjab, Department of Home Affairs and Justice and A.D.G.P. IVC-cum-Human Rights, Punjab for information and immediate action.

FINAL ORDERS BY THE COMMISSION: Final order of the case was given on 7th January 2008 and the report submitted by S.P. (D), Bathinda, was duly considered. According to the report, complainant had already expressed satisfaction and she further submitted that she had moved an application to the S.S.P. Chandigarh against the police officials of district Bathinda under some misconception. She also said that no action to be taken on her complaint. In such circumstances, the Commission closed the further proceedings in the case and dispatched the copies of the order to the Principal Secretary (Home) and the ADGP (IVC)-cum-Human Rights, Punjab and the file was consigned to the record room.

CASE NUMBER: The present case was registered under the file number 1351/17/2007

PLACE AND DATE OF INCIDENT: The incident took place on 15th February 2007 at Mohali.

SUMMARY OF THE CASE: On the said date it was observed that the order was based on two news items dated 18th February 2007 which was published in the Times of India under the caption "In love, boy alleges torture by police - SHO refutes charges" and dated 20th February 2007 again published in the Times of India under the caption "Torture case: Three policemen suspended - SHO, Phase VIII, Transferred to Police Lines" and the victim referred to GMCH-32. The date of hearing was fixed for 20th February 2007. According to the averments which appeared in the news item, dated 18th February 2007 the victim was a young boy of 20 years and had some inclination towards a girl who incidentally was the daughter of a Head Constable in PS, Mohali. It was alleged by the victim that men in Khaki picked him up from the barrier and he was bundled into a car. He was brought to the police station where he was made to strip and stand nude for hours and was beaten remorselessly with a cane. He pleaded for mercy but it was all in vain and instead, he was given electric shocks on his private parts. He was forced to consume excessive liqour following which he felt unconscious and when he regained the consciousness, he found himself at a roadside near village Daun in Kharar. He informed his

parents about the incident and his father had been running from pillar to post to get the case registered against the offenders but the police was trying to shield accused and his companions by stated that there was no truth in the allegations made by the victim and that no such incident had ever happened.

FINAL ORDERS BY THE COMMISSION: Final order of the case was delivered on 11th April 2007 as proposed by the Commission in its order dated 20th February 2007, the State Government vide its communication dated 22nd March 2007 had sanctioned a sum of Rs.25,000/- to be paid to the victim in the case as immediate interim relief. The State Government vide its communication dated 19th March 2007 had also ordered for immediate payment of the said amount to the victim. The counsel submitted that the motor cycle of the victim wasd not returned so far so the compensation recommended by the Commission had already been ordered to be paid to the victim, the Commission would not like to proceed further in the case. Thus, the proceedings were closed with the observation that it would always be open to the complainant/victim to avail any remedy available to him under the law, for the redressal of his other grievances, if any. A copy of the order was sent to PSH, ADGP IVC-cum-Human Rights, SSP SAS Nagar and the counsel for the complainant for information.

CASE NUMBER: The given case was registered under the file number 14092/12/2007.

PLACE AND DATE OF INCIDENT: The incident took place at Moga and the date of incident was 20th November 2007.

SUMMARY OF THE CASE: "Moga police now face torture charges". Keeping in view the gravity of the averments made in the news-item, the Commission took cognizance of the matter and called for the report of the State Government in the Home Department and from SSP Moga. The date for commencement of the case was fixed for 26th November 2007. A copy of the order and a copy of the news item was sent to the PSH and SSP, Moga for submitting the report on or before the next date of hearing. The case was to come up for hearing on 14th January 2008 and a copy of the order was sent to the Press.

FINAL ORDERS BY THE COMMISSION: Final order of the case was delivered on 22nd October 2008. SSP Moga sent his report dated 27th February 2008 and   matter was got inquired into by SP (D), Moga. The news item related to victim, Christian by caste, resident of Talwandi Nepalan, district Ferozepur joined in the inquiry and his statement was inked in his statement he displayed total ignorance about the news-item and did not published it. He admitted that he was working as an informer with SI, Incharge, CIA Staff, Moga and further stated that as he was physically unfit, he got himself admitted in the Hospital. The said victim had also given in writing to the effect. Thus, in the report it was concluded that there was no truth in the allegations contained in the news-item referred.

CASE NUMBER: The said case was registered under the file number 2895/15/2007.

PLACE AND DATE OF INCIDENT: The incident took place on 5th April, 2007 at Patiala.

SUMMARY OF THE CASE: "Home Guard Jawan tortured at police station". After heaving read the contents of the same the Commission came to the conclusion that it was a fit case for scrutiny and examination and took suo-motu cognizance of the matter. The date for commencement of the case was fixed for 9th April 2007. The Commission also called for the report of the State Government from the Principal Secretary to Government, Punjab, Department of Home Affairs and Justice and A.D.G.P-(IVC)-cum-Human Rights and S.S.P. Patiala. A copy

of the order and copy of the news-item was sent to the P.S.H., ADGP (IVC)-cum-Human Rights through special messenger and to the S.S.P. Patiala through post. A copy of the order was sent to the Editor of The Tribune for information and the case was to come up before the Commission on 17th May 2007.

FINAL ORDERS BY THE COMMISSION: Final order of the case was delivered on 24th September 2007. Report dated 19th September 2007 from SSP Patiala was received and the SP of Patiala conducted the inquiry. It was reported that the accused and her family members were indulged in the illegal trade of intoxicants. The police got the information that Home Guards had some sort of rapport with the said family and resultantly, SP City, Patiala recommended the removal of the Home Guards. Thus, a recommendation to such effect was made on 30th August 2007 to the authorities concerned. Further, the allegations against the police were refuted and found false. In view of the above referred police report, the Commission did not proceed further in the case and consequently, the complaint was finally disposed of as such. A copy of the order was sent to PSH, ADGP (IVC)-cum-Human Rights and SSP Patiala, for information.

CASE NUMBER: The given case was registered under the file number 8236/17/2006.

PLACE AND DATE OF INCIDENT: The incident took place on 13th July, 2006 at Mohali.

SUMMARY OF THE CASE: "Man accuses cops of the torture, inhuman treatment, assault" and had decided to take cognizance into the matter keeping in view the nature of the allegations contained in the news-item under section 17(2) of the Protection of Human Rights Act. The date for commencement of the case was fixed for 19th July 2006. Investigation pertaining to the enquiry was marked to the I.G.P. of the Commission who was supposed to submit the report within three months from the receipt of the orders of the Commission. All were directed to co-operate with the Enquiry Officer and a copy of the orders along with the file was sent to I.G.P. of the Commission. The case was adjourned to 24th October 2006.

FINAL ORDERS BY THE COMMISSION: Final order of the case was delivered on 2nd August 2007. The Commission had considered reply to Show Cause Notice received from ASI through ADGP (IVC)-cum Human Rights, Punjab. The notice narrated the sequence of events justifying why immediate medical check up of victim could not be done. It was also maintained that for the same cause of action, SP (D) Fatehgarh Sahib who found him innocent had inquired into the matter. During the course of personal hearing, ASI further submitted that he had retired. After looking into all aspects of the matter and keeping in view the nature of allegations, farming part of the Show Cause Notice, the Commission was of the view that the matter need not to be dealt further because the. Commission was satisfied with the explanation of ASI. Accordingly, the instant proceedings were hereby closed. Special messenger sent a copy of the order forthwith to ADGP/IVC-cum Human Rights, Punjab and a copy of the order was sent UPC to ASI for information.

CASE NUMBER: The present case was registered under the file number 2540/16/2004

PLACE AND DATE OF INCIDENT: The incident took place at Ropar and the date of incident was 13th March 2004.

SUMMARY OF THE CASE: The date for commencement of the case was fixed for 15th March 2004. On the said date, report was sought from SSP district Ropar. The next date of hearing was fixed for 17th August 2004 and on that date detailed report dated 21st June 2004 of SSP district Ropar was received through IGP Litigation ,in which the contents of the news item was refuted.

Moreover it was stated that the parties have compromised and the injured had already been paid Rs. 40,000/- by accused for the alleged theft. Since the allegations contained in the news item had not been controverted by the police of district Ropar, therefore a copy of the order along with a copy of the aforesaid report and also a copy of the statement of victim was sent to victim for filing the rejoinder by the next date of hearing. The next date of hearing was fixed for 20th December 2004.

FINAL ORDERS BY THE COMMISSION: Final order of the case was delivered on 20th December 2004 and the case was disposed of due to lack of response from the complainants side. As complainant was given a chance to file a rejoinder to the report or to give his statement in the light of the report made by the SSP did not respond. In such circumstances, the commission had no other option but to file these proceedings.

FINDINGS OF THE STUDY

THE NUMBER OF SUO MOTO CASES

Suo Moto cognizance of Human Rights violations in the state by PSHRC was a very significant provision contained in PSHRC Act. Every year 35 to 40 cases were taken suo moto by the Commission in the State. Till date a total of 447 cases have been taken up suo moto. Hence, PSHRC had been prompt in taking Suo Moto cognizance of the Human Rights violation in the state.

KIND OF ISSUES SUO MOTO CASES DEALT WITH

The cases, which had been taken under Suo Moto cognizance in the state by PSHRC so far, included a variety of issues such as children, jail, minorities, police, women, etc. This highlighted the proactive and prompt attitude of PSHRC in pursuing the cases of Human Rights violation on its own. Thus, PSHRC had been prompt in taking Suo Moto cognizance of the Human Rights violation in the State.

TIME TAKEN TO TAKE SUO MOTO COGNIZANCE AFTER THE EVENT HAS TAKEN PLACE

The perusal of the cases taken Suo Moto cognizance in the state by PSHRC reveals that the Commission had reacted immediately after the incident took place. Many cases were taken upon by PSHRC of its own as soon as they were reported in the media. Therefore, PSHRC had been prompt in taking Suo Moto cognizance of the Human Rights violations in the State.

INSUFFICIENT COMPENSATION PROVIDED TO THE VICTIMS

Compensation was an important component of justice, more so in the case of justice provided in violation of Human Rights cases. Perusal of the cases of Human Rights violation brought before PSHRC revealed that compensation provided to victims were not only insufficient but also in rare cases. The compensation was awarded by not taking into consideration important factors like age of victim, his potential contribution to the society and the family.

SUPPRESSION OF JUSTICE

The Principle of Natural Justice demands that the cases be investigated and acted upon in an impartial manner. During the study it was found that in majority cases the investigations against concerned department were marked to the officers of the same departments. Such provision

were unhealthy for cause of justice as it resulted in bias, favourtism, corruption and tendency to protect a fellow colleague.

LESS NUMBER OF INVESTIGATING OFFICERS

Over the years the cases of Human Rights violations has increased by leaps and bounds as a result that Commission is finding it a challenge to dispense justice on account of inadequate investigating staff. The Commission has only Five Investigating officers.

WASTAGE OF TIME OF COMMISSION

During the course of study it was found that in some cases the complainants did not file a rejoinder within a stipulated period of time despite reminders. This led to wastage of time of, Commission as it kept on writing to the complainants and the case could not be filed for the same reason. In addition several frivolous and vexatious cases were filed which increased the work load of the Commission.

SUGGESTIONS

1) The compensation must commensurate with loss to the party, family and society. To be more precise the Commission must lay some standards/benchmarks for providing the compensation.

2) In order to avoid bias, it becomes utmost important on the part of the Commission to cross check the reports.

3) The numbers of existing Investigating Officers no way can cope with the pressure of flowing cases which has increased considerably. The Commission shall make provisions to appoint more investigating officers.

4) The Commission shall impose fine against frivolous and vexatious complaints to check the superfluous load caused by such complaints.

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GANDHI AND SATYAGRAHA - AS A METHOD OF SOCIAL - POLITICAL CHANGE

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ABSTRACT

Gandhi devoted the best part of his life to his life to one crucial problem; how to perfect and extend ahimsa (non-violence) in human relationships for him, the validity of non-violence was independent of his own success or failure. Gandhi took a line in direct opposition to the two dominant ideologies of the twentieth century, capitalism and communism. He visualized and worked for a society which would provide for the essential needs of the community and in which , the decentralization of economic and political structure would minimize the incentives for exploitation within and conflict without. Such a society could, he believed, dispense with the coercive apparatus of the modern state and depend upon non-violent techniques like 'satyagraha' not only to maintain order but t o protect itself against external aggression. Gandhi ji involved all small villages in their moment to liberalize the whole system as a Gandhian point of view, the system of parliamentary decentralization is also the result of Gandhian political liberalization. So we can say that in the present scenario many civil societies and social workers are adopting satyagrah to improve our political , economic and social system.

KEYWORDS: *Satyagraha, Legimate, Civilian Resistance, Political Decentralization, Manifested, Humanity Satyagraha is referred to in English as passive resistance. The terms denotes the method of securing right by personal suffering; it is the reverse of resistance by arms.*

INTRODUCTION

MEANING OF SATYAGRAHA

Sat"----which implies openness, honest and fairness : truth . it means each person's opinion and beliefs represent part of the truth. This implies a desire to communicate and determination to do so which in true requires developing and refining relevant skills of communication ."ahimsa"— refusal to inflicat injury on others, Ahimsa is an expression of our concern that our own and other's humanity be manifested and respected .we must learn to genuinely love our opponents in order to practice ahimsa. "tapasya" --- willingness for self sacrifice. According to Gandhi ji, "when I refuse to do things that is inpugnant to myconscience, use soul Force. For instance , the government of the day has Passed a law which is applicable to me I do not like it . if by using

violence I Force the government to repeal thelaw, I am employing what may be termed body – Force .if I do not obey the law and accept penalty for its breach ,I use soul-force .it involves sacrifices of self---moreover if this kind of force is used in a course that is Unjust, only the person using it suffers"

Mahatma Gandhi was the political and ideological leader of India. He used non violence for civil rights and freedom that he called satyagraha. Gandhi Ji led India to her independence and inspired movements for civil rights and freedom struggles.

SATYAGRAHA – AS POLITICAL TOOL OF ACTION AND METHOD OF SOCIAL-POLITICAL CHANGE

With Satyagrah mahatma Gandhi made a new era of civilian resistance on the politicalScenario of the world. The world was define the mode of Non Violent resistance That the Indians at south Africa were discriminated by British .This World Has a Combination Of two word signifying true and force .it means an unshaken faith in truth Even in the face of adversity. Satyagrah was the only legitimate way to learn ones political rights based an ideals of true and non-violence.Satyagrah was a key aspect of all revolution of the Indian national movement in the Gandhian era .As a political scenario satyagrah is fundamentally a way of life which guides the modes of political activism undertaken by the followers of its principles .on a personal front in Involves a life committed to true , chastity , non attachment and hardwork but on the political front   satyagrah involves utilization of non violent measures to control the social and   political violence.Satyagrahi should realize the injustice and make himself ready to protest in non-violence method.In charge champarn, Gandhi himself began collecting testimony from the farmers local English officials soon served him with an Order to quit the district , but he refused to obey the order and was summoned to appear before a Magistratewith help of advocates and other Recruits , Gandhi succeeded in collecting testimony from eight thousand farmers Throughout champaran . "we may look an Mr. Gandhi An idealist , a fanatic or a revolution . According to our particular opinions", a young British civil servant champaran reported at the time.

Gandhi's satyagrah method had few takers in it early years at the Indian national Congress. however , under the able guidance of GopalKrishanGokhleGandhi's method graduallygained acceptance . Gandhi shot into political prominence by successfully employing method of satyagrah at the indigo planter revolution at champaran in Bihar

The same method was repeated with the similar results at kheda in gujarat against the raced taxes from the British authority. Satyagrah become the foundation of non-cooperation of1920, following the infamous rowatt ACT. Non-cooperation movement ended with Chourachori incident, however it was during the civil disobedience movement thatGandhi re-introductsatygrah in a big way. This peaceful denil of government rules Started with the celebrated dandi march and the making of salts on 12 march, 1930. Gandhiji'ssatyagrah reached the top of success and India nationality movement reachedon their heights. The Gandhiirwin pact was signed on march 1931. The british govt. agreed to free all politic prisoners in return for the suspension of civil disobedience movementfor the social change Gandhiji campaigning with the delight leader Dr. B . R .Ambedkar, thegovernment grant untouchable separate electorates under the new constitution inprotest Gandhiji came on a six day fast in September 1932 .After in Gandhi became a 21 dayfast of self purification to help the harijans movement this was started a new camping byGandhi to improve the lives of the untouchable , whom he named HARIJANS ,

theChildren of god .Gandhiji believes that the satyagrah for the social system has to be extremely strong In inner strength and moral courage in order to do all social activities , and also realized that could not be achieved unless the satyagrahi's maintained a pure and simple life with this greatest tool the political system can be improved . because this result public outcry successfully forced the government to adopt an equitable arrangement through negotiationGandhiji said that the India lives in village so that all political structure of the countryStarted from the village and end at the village so the political decentralization throughout the country is very essential to protect the political and civil right of the citizens so GandhijiInvolved al small villages in their movement to liberalize the whole system. As a Gandhian point of view, the system of parliamentary decentralization is also the result ofGandhian political liberalizationso we can say that in the present scenario many civil Society and social worker like Anna Hazare and their followers are adopting this system To improve our political and social system .Gandhi had arrived in London from South Africa in August , 1914 , just after the outbreak of the first world war, radical Indian friends of his in London wanted India to take advantage of the War to rest political concession from England , but Gandhi still considered himself a loyal subject of the empire; besides, he believed that aSatyagrahi who had not tried to prevent a war could not avoid a taking part in it without being cowardly. (He was constantly introducing and developing new variations on the of Satyagraha) while he was in London, he again organized with the reluctant consent of the British government a small ambulance corps of Indian Volunteers, but it never got to front, merely did some taken nursing in England.It disintegrated within a few months, partly because Gandhi had fallen out with the military authorities by refusing to let his crops function as part of the army, And partly because he succumbed to the damp, inhospitable English climate and Contracted pleurisy.Gandhi was hailed as a "Liberator'' because he had imparted to the farmer ,for the first time in their long history of exploitation by landlords,some hope of relief. Eventually, at the insistence of the viceroy, lord Chelmsford, a champaran Agrarianenquiry committee was set up to investigate the local tenancy system, and Gandhi was given a seat on it. The farmer expected him to hold out for a full refund of their cash payments , but the committee unanimously recommended that the landlords refund only twenty-five per cent of the cash .On this particular issue,Gandhi had compromised because he felt that any repayment was acknowledgement that the landlords had wronged the farmers and because he was more interested in the triumph of principle than in the rout of an adversary .He writes, "The superstition that the stain of indigo could never be washed out was exploded."The effort in kherakheda district was Gandhi's first large scalesatyagraha movement in India .It brought him into contact with influential people in the area ,who became stalwarts of his future campaigns,and it established him as a leader in a populous countryside ,from which his fame quickly spread , the foundation of his national leadership and nationalsatyagrahacampaign were thus laid in his native Gujarat and in all over India.

GandhiJi believed in public participation so Gandhi began a dizzying tour of the country ,travelling to the most remote villages to meet ,direct, and advice congress workers and recruit new ones for keeping awareness among the public.so Gandhi had devoted himself mostly to the social ,economic,and spiritual regeneration of the country.

CONCLUSION

Gandhi Ji believed that the Satyagrahi for the social system had to be extremely strong in inner strength and moral courage in order to do all social activities, and also realized that could not be achieved unless the Satyagrahis maintained a pure and simple life with this greatest tool. Gandhi

Ji believed in political decentralization throughout the country so he involved the small villages in his movements. He implies Satyagraha as a great tool for different freedom struggle.

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RIGHT TO EDUCATION ACT, 2009: RETROSPECT AND PROSPECT

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ABSTRACT

The right to education occupies a central place in human right law and is of key importance for the exercise of all other human rights. No civil, political, economic and social right can be exercised by individuals without basic education. It promotes individual freedom and empowerment and yields important developmental benefits. Keeping this thing in view Government of India has conferred Right to Education to every child in the age group of 6-14 years. The right to education includes responsibility to provide basic education for individuals who have not completed primary education. In addition to these access to education provisions, the right to education encompasses the obligation to rule out discrimination at all levels of the education system, to ensure minimum standards and to improve quality of education. This research paper gives a glimpse of governmental efforts in this direction and encircles problematic areas regarding implementation and gives some practical suggestions regarding its successful implementation.

INTRODUCTION

Education is a movement from darkness to light. Education in India has a history dating back to the old town centers of learning at Taxila and Nalanda. Education is the key which opens the door to life by widening one's vision. It develops the sense of concern towards the fellow beings and thus promotes national development. A recent report on gender biasness and discrimination against women observes education as a system of training and instruction designed to provide systematic knowledge, to develop skill, abilities, aptitude, character and mental power as the result of such training. Education is the most crucial element in the development of any society. For the all round development of general masses role of education is universally acknowledged.

EDUCATION: THEMATIC FRAMEWORK

The development and growth of a nation emanates from its literate population. National Literacy Mission observes Literacy as acquiring the skills of reading, writing, arithmetic and ability to apply them to one's day to day life. Literacy increases the possibility of improving one's economic condition and enhances one's capability to function more effectively in a public domain. The schooling and education is the edifice on which the pillars of a healthy society are built and a nation of character stands. The term "education" is derived from three Latin words- *Educare* i.e. to bring up, *Educere* i.e. to lead out and *Educo* i.e. to lead forth. Swami Vivekanand said, "Education is manifestation of perfection, already in man." Also observed by Kant, "Education to an individual is all the perfection of which he is capable."

Education in its general sense is a form of learning in which the knowledge, skills and aptitude of group of people are transferred from one generation to the next through teaching, research and extension. According to the thinkers of ancient India, education is the third eye of a person. A traditional common saying in India is that a king is respected in his own kingdom while a literate man is worshipped everywhere. Since independence, the policy makers have argued for universal education and for making education a tool for bringing about social equality and social transformation. The system of education imparted by the nation is comprised of various levels: primary, middle, high, secondary and higher. The elementary education provides the base upon which the remaining levels of education are built. Right to Education is provided at elementary education level.

According to the Census of 2001, "every person above the age of 7 years who can read and write in any language is said to be literate." According to this criterion, the 2011 survey holds the National Literacy Rate to be around 70.04%. Government statistics of 2011 also holds that the rate of increase in literacy is more in rural areas than in urban areas. Female literacy was at a national average of 65.46% whereas the male literacy was 82.14%. Within the Indian states, Kerala has shown the highest literacy rates of 93.91% whereas Bihar averaged lower literacy i.e. 63.82%, the lowest in India. The 2011 statistics also indicated that the total number of 'absolute non-literacy' in the country was 181.96 million.[1]

RIGHT TO EDUCATION ACT: HISTORICAL BACKGROUND

Till the 19th century, education in India was an exclusive right available only to a small section of society. Under British rule, in spite of compulsory education laws, not much progress was made in this direction. Under Article 45 free and compulsory education to all children until they complete the age of 14 years was ensured. But nothing much happened towards universalisation of elementary education. National Policy on Education, 1968 was the first official document which reveals Indian Government's commitment towards elementary education. This was further emphasized in the National Policy on Education, 1986.

In the Review of the Policy in 1990, it was recommended to include right to education as a fundamental right in the Constitution, on the basis of which National Policy on Education 1992 was formulated. In the mean time India signed the Universal Convention on the Right of the Child in 1992 and initiated the process of adopting legislation to make education a fundamental right of the child. In 1992 itself, in the case of Mohini Jain vs State of Karnataka, the Supreme Court of India held that right to education is concomitant to fundamental rights enshrined under Part- III of the Constitution and that every citizen has a right to education under the Constitution.

Finally, in 2002, the amendment of the Constitution of India made education a fundamental right, but qualified it by adding that the manner of this right would be as determined by a follow up consequential legislation. This follow up legislation referred to in the 2002 amendment of the Constitution of India passed by parliament in August 2009 and notified into force on 1st April 2010. Based on this Act, a subordinated legislation, the model rules, was framed by the centre to provide guidelines to states for implementing the Act[2]

RIGHT TO EDUCATION: A VIEW

The right to education occupies a central place in human right law and is of key importance for the exercise of all other human rights. No civil, political, economic and social right can be exercised by individuals without basic education. It promotes individual freedom and empowerment and yields important developmental benefits. The right to education includes responsibility to provide basic education for individuals who have not completed primary education. In addition to these access to education provisions, the right to education encompasses the obligation to rule out discrimination at all levels of the education system, to ensure minimum standards and to improve quality of education.

As early as in 1992, the Supreme Court of India has widened the scope of Article 21 of Indian Constitution. The Court then held that the right to education flows directly from the right to life and the dignity of an individual cannot be assured unless it is accompanied by the right to education.

The system of education now existing in India was originally introduced by the British rulers in the mid-19th century to serve the colonial economic, political and administrative interests. It is inherited by the state managers after independence as a colonial legacy and has been expanded phenomenally during the last six decades. Post independence education in India is seen as one of the ways to upward social mobility. Education System in India currently represents a great paradox. On the one hand we have IIMs & IITs that rank among the best institutes in the world and on the other hand there are number of schools in the country that don't even have the minimum basic infrastructure. Even after more than sixty years after independence we are far away from the goal of universal literacy. But on the positive note, Indian professionals are considered among the best in the world and are in great demand. This signifies the inherent strength of Indian education system.

In the year 2020, India will have a surplus of 47 millions people in the working age-group. By the same year, USA will be short of human capital by 17 millions, China by 10 millions, Japan by 9 millions and Russia by 6 millions. Suddenly, our biggest bane- the population problem can be turned on its heads to become our greatest asset provided hard measures are taken fast by strengthening foundation of education system in India.

On 1st April, 2010, India joined a group of few countries in the world with historic law making education a fundamental right of every child coming into force. Making elementary education an entitlement for children in the 6-14 age groups, the Right of Children to Free and Compulsory Education Act will directly benefit children who do not go to school at present.

The Act has now become a reality and there is an atmosphere of jubilation, anticipation and enthusiasm all around. Inclusive education has become the need of the hour. Apart from legalizing the right to education, the Act places the onus on government and local authorities to provide schools and sets out standards and norms covering numbers of teachers in the next five

years and retain existing teachers.

The Act is indeed a comprehensive piece of legislation which includes provisions relating to schools, teachers, curriculum, evaluation, access and specific division of duties and responsibilities of the different stakeholders. On the basic of this Act, the government has framed subordinate legislation called modal rules as guidelines to states for the implementation of the Act. For a country which is aiming to touch double digit growth rate, this Act would have far reaching impact. The Act, which was passed by Parliament in August 2009, also remarks 25 percent seats to children from economically weaker section in private school[3].

RIGHT TO EDUCATION ACT: SALIENT FEATURES

The salient features of the Right of Children for Free and Compulsory Education Act are:-

- Free and compulsory education to all children of India in the age group of 6 to 14 years.

- No child shall be held back, expelled or required to pass a board examination until completion of elementary education.

- A child above six years of age, who has not been admitted in any school or though admitted, could not complete his or her elementary education than he or she shall be admitted in a class appropriate to his or her age.

- Where a child is directly admitted in a class appropriate to his or her age than he or she shall have a right to receive special training.

- A child so admitted to elementary education shall be entitled to free education till completion of elementary education even after fourteen years.

- No child shall be denied admission in a school for lack of age proof.

- A child who completes elementary education shall be awarded a certification.

- Calls for a fixed student – teacher ratio for smooth education.

- This applies to all of India except Jammu and Kashmir.

- Provides for twenty five percent reservation for economically disadvantaged communities in admission to class one in all private schools.

- This Act specifies minimum norms in government schools.

- It ensures improvement in quality of education.

- School teacher will need adequate professional degree within five years otherwise will lose job.

- Ensure school infrastructure for efficient education environment.

- Financial burden to be shared between state and central government in the ratio of 35 to 65.

- The Right of Education of persons with disabilities until 18 years of age has also been made a fundamental right.

- Towards this, the State would ensure the availability of neighborhood school within a period

of three years from commencement of this Act.

- In case of non-availability of neighborhood school, the State shall provide free transportation to the nearest school or provide free residential school facilities.

- The National Commission for Elementary Education shall be constituted to monitor all aspects of elementary education including quality.[4]

RIGHT TO EDUCATION ACT: NORMS AND STANDARDS FOR A SCHOOL

There are some rules and regulations for the success of any work. For this some norms and standards are determined. To implement and improve education in India these norms and standards are determined[5] as under:-

NORM AND STANDARD FOR A SCHOOL

Sr. no.	Item	Norms and Standards
1	Number of Teacher	30:1 (for class I-V)
		35:1 (for class VI-VII) At least three subject teacher (for class VI-VIII)
2	Building	All-weather building consisting of • One classroom per teacher • One office-cum-store for headmaster • Barrier-free access • Separate toilets for boys and girls • Safe and adequate drinking water • Kitchen for mid-day meal preparation • Playground • Boundary wall
3	Minimum number of working days/instructional hours in an academic year	220 working days and 800 instructional hours (for class I-V) 220 working days and 1000 instructional hours (for class VI-VII)
4	Minimum number of working hours per week for a teacher	45 teaching including preparation hours
5	Teaching/Learning equipments	Provided to each class
6	Library	Provided to each school
7	Play material, games, sports equipments	Provided to each class

RIGHT TO EDUCATION ACT: PROBLEMS IN IMPLEMENTATION

Right to Education Act has been started with a good spirit but keeping in view the present situation in India, there may be following problems in the implementation of this Act-

- There is dearth of good and qualified teachers in India. In the absence of competent teachers who are considered the pillars of education, it would be next to impossible for the Act to achieve its goals.

- The current licensing and regulatory restriction in the education sector discourage well-intentioned 'edupreneurs' from opening more schools.

- Normally there are seventy-eighty students in one class and there is a huge gap between the training imparted to teachers and what is actually practiced on the ground.

- Now, the school drop-outs, left-outs and others would be brought back into the education stream once again and it will require almost double the number of teachers.

- It is a challenge to find quality teachers without any performance based salaries or any incentives.

- This Act has put India in the same league as USA and 130 other nation as far as the right to education is concerned. Nothing can change overnight but there is a ray of hope. A hope that if all these hurdles and shortcomings are tackled and loopholes removed, then this will lead towards an educative and proud India.[5]

- In the absence of clear demarcations between the responsibilities of the Centre and State, it would be a challenge to work out the details.

- There may be persons to strike a balance between a six year old child who has just entered school and a child who has been to a school since the age of three.

- There are more than twelve million children in India who are engaged in child labour and these are just official figures. Unless and until a special provision is made in Act, it is a challenge to bring back these children to school.[6]

- School Management Committees comprising seventy five percent parents/guardians can adversely affect the existing management structure of schools.

- No disciplinary action is chartered under RTE for teacher in view of their absence on non-adherence to teaching norms.[7]

- There is nothing in the Act that can prevent unaided private schools from charging students for activities that are not mentioned under the provisions of this Act.

- Outcomes of RTE Act have been overestimated in the light of existing scheme of inefficient, fraudulent and unaccountable institutions of learning in our nation.

- According to several activities the bill allows only children between the age 6-14 to get the privileges. Think is so shallow. But as per Universal Charter free education should be made compulsory to children of 0-18 years old.

- The Act is deemed to be excessively input oriented rather than output oriented. The Act guarantees for the admission of the children, but does not promise the quality of education.

- The Act stipulated that the child should be assigned the class according to age, which is a good step because wasted years can be saved, but no bridge course is suggested that can prepare the child to adjust to the admitted class.[8]

- The existing elementary teacher education programmes (known variously in different parts of the country as JBT, D.Ed., PTC, BSTC etc) lack a bench mark and proper definition.

- The Act talks about twenty five percent seat reservation in private/public unaided school for lesser privileged children. Who will bear this deficit portion? Obviously the remaining seventy five percent of the students. For a certain class of society who provides education to their kids on these private schools already by stretching their means this extra burden might

prove too much. It's like providing benefit to one at the cost of other.

- Modest but necessary facilities like toilets are absent in most elementary government schools. Surveys indicate that only forty nine percent of the schools are equipped with a girls' toilet, and only forty three percent schools have electricity, which makes circumstances extremely adverse to imparting of proper education.

- Only fifteen percent schools have computers, even though exposure to computer technology is an integral part of the education system in the current perspective.[9]

- While the RTE compels a teacher training programme, the educationists inform that the current teacher training apparatus is not adequate for the said mandatory programme and it will take some time to rectify it. This no doubt, puts RTE in a strange position.

- It's a strange irony that while on the one hand the government wants to provide quality education to all children, across all barriers on the other hand it recognizes four kinds of schools under the RTE Act. Government schools, Government-aided schools, Special schools recognized by the government such as Kendriya Vidyalayas, Navodya Vidyalaya & Sainik schools and private schools with such a variety of schools, it is only natural that quality of education varies.[10]

- As per the latest data nine percent of the elementary schools are still being managed by a single teacher. There are schools in the remote areas without any teacher. In some schools the teachers do not come regularly. In such a circumstance how Right to Education can be ensured.

- A Delhi based NGO 'JOSH' surveyed about implementation status of Right to Education in Delhi. But findings of survey presents a discouraging picture, because survey concluded that RTE implementation is not over eight percent across India.[11]

- In an urban setting, the loose definition of mental harassment becomes a problem. Here, students are more empowered, and find easy to report any behavior which would constitute 'mental harassment' in their opinion. In schools, errant correction can be misinterpreted as mental harassment.

- In most of the villages communities are not aware about to keep check on government school's working. Participation level of parent member of Village Education Committees (VECs) and Parent Teacher Association (PTA) is zero.[12]

Right To Education Act: Suggestion For Effective Implementation

For quality education to truly reach every child in the country, it is necessary that the following steps are taken:-

- Each state should prepare a set of model rules for implementation of the right to education, with the participation of the community and other stakeholders.

- Although the RTE Act puts the applicable age-group at 6-14, it has been left to the states to decide whether they want to widen this group. States should think about including more children under the ambit of this Act.

- With the Act coming into effect, it has been found that there is shortage of 12-13 lakh teachers in schools. The government should ensure that all government schools are well-

equipped to take in students, so that they are not left with the sole choice of going to private schools.

- School Management Committees should take it upon themselves to spread awareness about the Act at the community level, so that people are encouraged to send their children to school.[13]

- School Management Committees should be provided with the necessary financial and other support by the states to so that they can perform their duties.

- There is a conflict between the child labour law and the Right to Education Act, although both deal with related issues and promote the overall development of children. It is important to being them in tune with beach other to avoid confusion.

- To effectively implement the RTE Act, the Human Resource Development Ministry, Women and Child Development Ministry, Labour Ministry, Panchayati Raj Ministry and Rural Development Ministry have to work together. There should be an umbrella body that brings all these agencies together to work towards a common goal.

- The government must make every effort to become self-sufficient by adopting the education cases and other taxes to effectively implement the RTE Act.

- Along with ensuring implementation of RTE Act which stipulates focused reforms in government schools and regulation for private schools, we need to broaden our vision so as to create an ecosystem conducive to automatic private involvement.

- The salary mechanism will need some serious revisions and the disparities should be removed before any influx of efficient teachers can take place.

- Creative and sustained initiatives are crucial to train more than one million new and untrained teachers within the next five years and to reinforce the skill and aptitude of in-service teachers to ensure child-friendly education.

- Families and communities also have a large role to play to ensure child friendly education for each and every girls and boys in India who should be in elementary school today.

- Until we can establish consistent and high standards for the delivery of education only through recognized institutions, we should allow unrecognized institution to function. The data shows that they are at par with, if not better than, their government counterparts.

- There is need to define what constitutes mental harassment. Unless this is done, this will remain one of the clauses that are either ineffectual or are used for false reporting of minor cases as major blunders.

- There should be incentive based compensation system. Research shows that these are much more effective at ensuring better teaching than improved school infrastructure. This step will also help to resolve the issue of teacher underperformance in schools.

- There should be change in school organization structure and focus on improvement in work.

- There is need of O & M technique on tune with the provisions of this Act. It has been observed that teachers are not serious about their classes. As a result theydo not cover syllabus in the class and students will approach them for tuitions. Thus they are much greedy

to earn more money. Therefore tuition should be strictly banned.

- Last but not the least an escalation and reporting mechanism is very important to ensure that the system works. Deviations should be punished severely.[14]

CONCLUSION

In nutshell, it can be said that an integrated vision and implementation strategy has to be evolved, which embraces equally adults as well as children and the poor as much as the rich. Consistent, real time and complementary policies are also needed so that what is given with one hand is not taken away with the other. Most well-meaning legislations fail to make significant changes without proper awareness and grass root pressure. Schools need to be undertaken through mass awareness programmes as well as ensuring proper understanding by all the stakeholders responsible for its implementation.

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PHYSICAL FITNESS THROUGH EXERCISE FOR HEALTHY LIFE

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ABSTRACT

The purpose of this study is to determine the advantages of physical fitness through exercise for health life. The human body is meant for movements. Regular exercise and physical activity is the path of health and well being. Regular exercise has many benefits in addition to helping you to maintain a health weight, improving cardiovascular fitness.The concept and philosophy of exercise for fitness and healthy life has been historically acknowledged but recent resurgence of concern for fitness and healthy life has greatly promoted in exercise participation. The importance of exercise according to modern thought, two set components include cardiovascular fitness, strength and muscular endurance, flexibility and body composition. The skills related components have been identified as ability, speed, power, coordination and recreation time. Accordingly the fitness boom has resulted in ever increasing health club and fitness saloons besides the acceptance of education curricular, human ability to move dynamically and the like. For such reasons exercise will continue to be heavily influenced by the changing philosophies through time and space

INTRODUCTION

Research has confirmed that any amount of exercise at any stage is beneficial and in genral the more you do, the greater benefits. The national academy of sciences has recommended that everyone strive for a total of an hour per day of physical activity. The hour can be made up several shorter bursts of activity done throughout the day. The common people of the country want not only to participate in sports or other physical activity to keep them fit and health but also participate for competitive purpose. Due to interest and active participation in sports and other physical activity the knowledge about health, injury and illness have been increased.

The exercise programme requires becomes and important part of their life and the do exercise without any question. It has been realized that fitness adds not only years to an individual life, but adds lot of happiness and healthy movements. Exercise includes: dance, calisthenics, sport/ games and more formal activities like jogging, swimming and running, in other we define exercise as "Any set of movement designed to trained or improve a skill".

SUGGESTIVE TIME TO EXERCISE

The important and most popular time for exercise is early morning. Early start of day with exercise makes people alert and energetic.

You should do exercise two or three hours before evening meal. The late afternoon exercise provides good change of pace at the end of the work days an helps to dissolve the day's worries and tensions. Don't exercise just after eating

You should consider the following factors when you plan your exercise programme : personal preference, family responsibility, nature of job, exercise facilities and weather because these factors can effect, cancel or interrupt your daily demands of your time

Make necessary arrangement when you exercise during extreme hot, cold and humid weather.

IMPORTANT PRINCIPLES

TIME: It is best to set proper time for exercise and start at three sessions per week and then increased gradually according to ability and availability of time. Most people set their exercise time every day. This helps them get into the habit of workout. The time of day is important individuals don't try to exercise and play game with full stomach. Avoid exercise in excessive heat and cold climate

PHYSICAL EXAMINATION: Before choosing or selecting exercise programme an individual should obtain a proper physical examination from the doctor so the individual will know his or her limitations. This will help to select suitable activity

DURATION : The duration of the exercise is play significant role to have fit and healthy body. The ideal duration of exercise is 30 to 60 minutes. Some people find it necessary to begin with 10 to 15 minutes and build-up.

ADDITIONAL EXERCISE: An individual should incorporate additional activity with his/her daily planned exercise programme. Take a good distances walk instead of using bike or car: for purchasing and marketing, use the stairs instead of taking the elevator. Do some kinds of gardening work with manual technique rather than tools. These are the some additional activities are help to maintain fitness and health.

VARIATION IN ACTIVITY: Monotonous kills working habits. It was observed that individual feels monotonous while doing the same type of exercise for a long period of time doing the same type of activity again and again develops monotonous. One's monotonous is develop, the individual loosing concentration and interest to activity. So to avoid monotonous it is very important for individual to plan his/her activity programme and time to time change and include appropriate. new activity.

INTENSITY OF EXERCISE: Intensity of exercise varies greatly depending on individual age, sex, fitness level and medical condition. Many experts of the medical Sciences have suggested aerobic exercise as suitable and beneficial for most persons. It can be geared to an individual's fitness level and increased his/ her ability to work. Aerobic exercise should be done at least three times of week. It helps to achieve cardiopulmonary vascular fitness- a strong and healthy heart, lungs and blood vessels. the best form of aerobic exercise includes brisk walking swimming, jogging, rope jumping, rowing and dance etc.-

THE AIM AND ADVANTAGES OF EXERCISE

The aim of exercise programme is not just to prepare international sportsman or women. It has a lot of means to common people. Regular exercise playes an important role in staying. Fit and healthy exercise is not to play important part of treating medical problems such as hypertension, depression etc. it can also be important in preventing many of other medical problems. Regular exercise also improves individual body image and increase energy level. It helps to control weight and reduces stress. If individual committed to do exercise and combine with balance diet can help to provide the sense of well- being and can help to prevent chronic illness disability and premature death. Some important advantages are: Good health, (efficient heart and lungs, control body weight, blood pressure, lower cholesterol, minimum risk of diabetes and heart disease) , Good appearance (proper body shape, toned muscles, grace in pace, elegance in movement, confidence etc.), Increase well- being (energetic, no stress, good sleep, mental sharpness , quick decision, good concentration etc.

THE RISKS DURING THE EXERCISE

Despite the many healthy advantages obtained through various sports, games and exercise injuries and illness can occur as a result of physical activity. Anyone participating in contact games can expect some of the contact to be hard on the body, fracture contusions, strain, sprain, dislocation; even death have been known to occur. In present time the peoples are now aware of many caused that can help to prevent injuries and follow one principle "prevention is better than cure". For example during the competitions use of protective equipment, high level fitness, good warming up and cooling down, knowledge about the game, presence of mind, careful etc. But sports and games basically is a complex nature of activity therefore it is observed that after lot of precaution, the accident do happen in the competitions. Apart from these, certain pre existing conditions can increase the danger or difficulty of participate in physical activity for example, a person has minor injury and if he ignore his injury and take part in competition he make himself be more prone to injury. Some pre- existing conditions are permanent such as Diabetes, asthma etc. It is advisable to take proper medical examination at regular intervals

CONCLUSIONS

The exercise can help specific mental health problems. Exercise is an essential part of any weight loss programme to maximize your fat loss while keeping valuable muscle mass. As the people undertake their exercise programme to develop health, it is very important to understand their present fitness level. Fitness level also influenced by age, sex, heredity, habits, exercise and habits diet, attitude about life, family, professional social pressure, tension stress and anxiety etc. People cannot able to do anything about age, sex, heredity factors, however, it is within people power to change and improve in the others where needed and have good optimal fitness to help make a healthy life.

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