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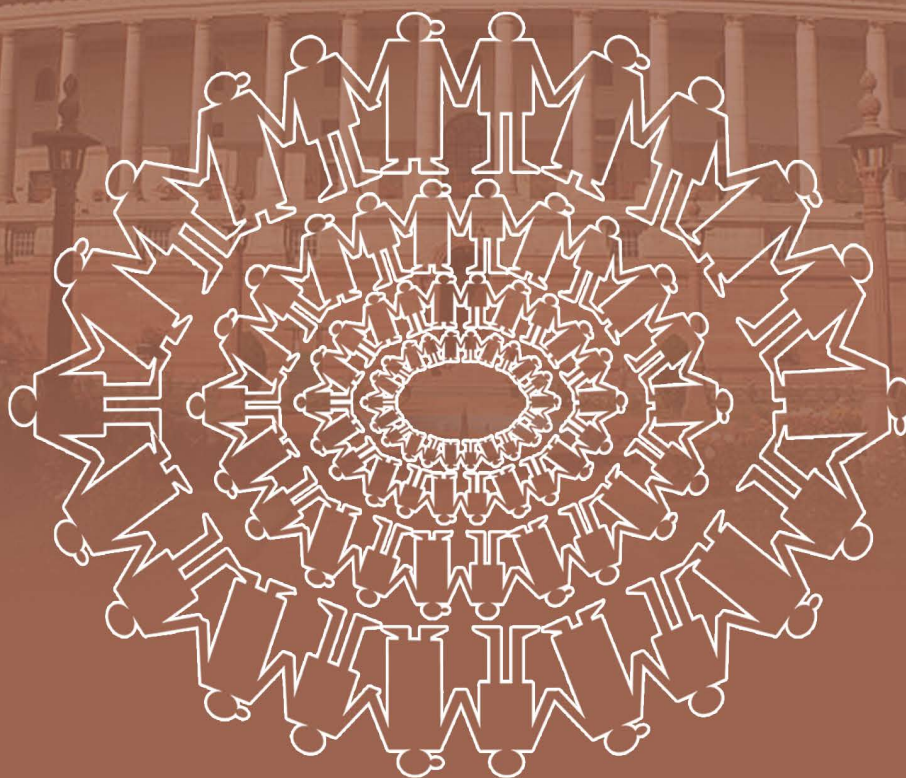
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Good Governance

(Concept, Approaches, Elements, Outputs and Outcomes)





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WHEN TO USE A MASK

For healthy people wear a mask **only if you are taking care of a person with suspected 2019-nCoV infection**

Wear a mask, if you are coughing or sneezing

Masks are effective only when used in **combination with frequent hand-cleaning with alcohol-based hand rub or soap and water**

If you wear a mask then you must know how to use it and dispose of it properly

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

Before putting on a mask, clean hands with alcohol-based hand rub or soap and water

Avoid touching the mask while using it;

Cover mouth and nose with mask and make sure there are no gaps between your face and the mask

To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin

Logos: NIRDPR, CRU, World Health Organization India, unicef for every child

Reduce the risk of Coronavirus (COVID-19) Infection

Follow these important precautions

- 1** After coughing and sneezing
- 2** Clean your hands before and after caring for sick person
- 3** Before cooking, after cooking and before eating food
- 4** After using toilet

Remember to wash hands with soap frequently

Stay protected! Stay safe from Coronavirus!

For more information, or if you have questions or concerns, please call the number below.

24x7 Helpline number 104

If you have cough, fever or difficulty in breathing, contact a doctor immediately

Logos: NIRDPR, CRU, World Health Organization India, unicef for every child



Good Governance: Concept, Approaches, Elements, Outputs and Outcomes

"While transparency reduces corruption, good governance goes beyond transparency in achieving openness. Openness means involving the stakeholders in the decision-making process. Transparency is the right to information while openness is the right to participation and people's participation is the essence of good governance."

- Shri Narendra Modi, Prime Minister of India

In recent times, the terms "Governance" and "Good Governance" are being extensively used in the development sector. Immoral governance is being progressively viewed as one of the basic roots of all evil within our system. Governance means that the process of decision-making and the process by which decisions are implemented (or not implemented). Subsequently, governance is the method of decision-making and the procedure by which results are executed. Scrutiny of governance emphasis on the formal and informal players involved in policymaking and implementing the resolutions made, the formal and informal arrangements that have been set in a place to reach at implement the decision.

Government

Government is an instrument of state to rule the country. Government is given legitimate power to rule the people. It takes decisions and

Good governance among other things is participatory, transparent and accountable.

implements decisions. It functions with the help of the administrative machinery. Government is primarily an institution of authority and it enforces its authority over people, institutions and society in its territory. In government, people have

a very limited role in taking decisions. The government has control over people; on the other hand, people do not have much control over the government.

Governance: Meaning and Definition

Governance is the process of making and implementing decisions. Governments play a key role in governance but it is not the only institution involved in governance. Governance has diverse meanings and various definitions. Definitions for governance are complex, complicated and subtle.

UN-ESCAP defines governance as the process of decision-making and the process by which decisions are implemented (or not implemented). According to UNDP, governance is an exercise of economic, political and



A farmer ploughing the field (file photo). If governance is good countries can achieve development, justice, peace and prosperity

administrative authority to manage a country's affairs at all levels. It comprises mechanisms, processes and institutions, through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations and mediate their differences.

In governance, citizens are rightly concerned with a government's responsiveness to their needs and protection of their rights. In general, governance issues pertain to the ability of government to develop an efficient, effective, and accountable public management process that is open to citizen participation and that strengthens rather than weakens a democratic system of government (USAID, Office of Democracy & Governance).

Government vs. Governance

Governance is emerging as a new concept in the neoliberal age and has become more popular than the government. Even though government and governance look similar, they have a different meaning. Governance is a process of decision-making and executing the decisions and in this process, not only the government and but also market and civil society are

playing vital roles. Governance is a collective process and government is one of the actors in the process of governance.

Good Governance

Good Governance is, therefore, a subset of governance, wherein public resources and problems are managed effectively, efficiently and in response to the critical needs of society. Good Governance does not occur by chance. It must be demanded by citizens and nourished explicitly and consciously by the nation state.

Effective democratic forms of governance rely on public participation, accountability and transparency. It is, therefore, necessary that the citizens are allowed to participate freely, openly and fully in the political process. Good governance is accordingly associated with accountable political leadership, enlightened policy-making and a civil service imbued with a professional ethos. It requires the formation of appropriate institutions and the accumulation of professional to provide horizontal influence in building effective local bodies as well as efficient leadership. Good governance requires loyalty, organisational accountability

and internal problem-solving.

Why Good Governance?

There are examples of bad governance in some parts of the world. Bad governance will bring misery to people and scuttle the development of the countries. If governance is good countries can achieve development, justice, peace and prosperity.

Good governance refers to good decision-making processes and good governance shares several positive characteristics. Hence, in recent years, many international agencies, academics and social activists vigorously promote the concept of good governance. Major donors and international financial institutions are increasingly basing their aid and loans on the condition that reforms that ensure "Good Governance" are undertaken.

Evolution of the Concept of Good Governance

What is Good Governance?

Good governance among other things is participatory, transparent and accountable. It is effective and efficient. It promotes the rule of law. Good governance ensures that political, social and

Government	Governance
It is an institution	It is a process
It is controlling in nature	It is participatory in nature
It is based on hierarchy	It is based on network
It is exclusively State-specific	It includes State, civil society and private sector
It delegates responsibility only to bureaucracy	It delegates responsibility to different groups of People
It is more concerned with the State's functioning	It is concerned with societal functioning also
Decisions are taken by elected leaders and bureaucrats	Decisions are also contributed by civil society and Private sector
People do not participate in decision-making	People can participate in decision-making
Government is the only actor	In governance, government is one of the actors along with civil society and market
Government is a traditional concept	Governance is a post-liberal concept

economic priorities are based on broad consensus in society and that the voices of the poorest and the most vulnerable are heard in decision-making over the allocation of development resources.

Need, Significance and Elements of Good Governance

In some countries, governments are inefficient and ineffective. Sometimes they are despotic and undemocratic. Because of this, they have become weak and not able to achieve development,

and it results in bad governance. Bad governance critically affects the life of the people and generates corruption, poverty and conflicts. As the credibility of governments is declining, people are not ready to participate in the affairs of governments and their programmes. Government, civil society and market together can develop good governance as good governance is the most important prerequisite for development. Without good governance,

development cannot be achieved.

Good Governance in a country can promote better standards of life and guarantee the livelihood of the people. It can ensure justice, equity and freedom to all sections of society. It can safeguard democracy and uphold institutions of democracy. It promotes human and social development. It protects the rights of the minorities and marginalised. It guarantees and ensures gender justice. It gives legitimacy to the functioning of the government. It generates people's participation in decision-making and public affairs. It promotes decentralisation and local self-government. It empowers the citizens and builds their capabilities. It promotes economic growth through liberal economic policies. It facilitates entrepreneurship and economic development through the private sector. It facilitates public-private partnership. Good governance works for inclusive and sustainable development through a democratic process.



Women entrepreneurs engaged in the making of furniture (file photo). Good governance empowers citizens to build their capabilities



A file photo of rural women collecting purified drinking water. Good Governance delivers government services effectively and promotes human development

Characters of Good Governance

There are eight major characteristics of good governance. They are participation, rule of law, transparency, responsiveness, decision-making by consensus, equity and inclusiveness, effectiveness and efficiency, and accountability. Good governance assures equal treatment before law and justice to all. It eliminates corruption and guarantees transparency in administration. It advances the welfare of the marginalised and minorities. It guarantees human rights and democratic governance. It delivers government services effectively and promotes human development. It provides a positive environment for the fast growth of industries, trade and commerce.

The eight major characteristics of good governance are given below:

Participation

Participation of citizens in decision-making is the foundation of good governance. Participation is the key for a successful democracy and it is the solution for most of the problems in governance. Participation can be generated only with appropriate

facilitating devices and good governance will institutionalise participation. It could be direct participation of citizens and also through legitimate intermediary organisations or representatives.

Good governance must promote participation at various levels of governance. It must give equal opportunities for all sections of society to participate in governance. Participation of citizens must be institutionalised through law. Participation of women, minorities and marginalised must be mandatory and legal devices must guarantee their participation.

Decentralisation of power to grassroots governance is a good policy for ensuring citizens' participation. Reservation for the marginalised in local governments could open the gates for the participation of the hitherto disadvantaged groups in governance.

Rule of Law

Rule of law is one of the most important characteristics of good governance. Governance is a system of enforcement of the law. Impartial and fair application of law is one of the essential requirements of good governance.

Good governance guarantees that all are equal before law and law is enforced strictly and objectively.

Through a well-established legal system, good governance can protect human rights, particularly the rights of minorities. It provides an independent judiciary and an impartial and honest police administration. Judicial systems must be improved and justice must be delivered without delay.

Transparency

Governance must be open governance. Procedures of secrecy in governments must be replaced with procedures of transparency. Good governance ensures that the decision-making in the governance process is open and strictly as per law and established procedures.

It provides full visibility to the citizen over the transaction of administration in government. It makes the procedures of government simple and easily understandable by the citizens. It gives the right to information to the citizens.

Responsiveness

Responsiveness is a guarantee given to citizens on the performance of duties.

Responsiveness is the ability of the system to perform the assigned task within the prescribed time. Governance system must be open to the views, criticisms, suggestions, appeals and demands of the people. In good governance, government agencies and functionaries will react quickly and appropriately to the requirements of the people.

Responsiveness facilitates a democratic, deliberative and consultative process of decision-making. Governments must not act mechanically by themselves and they should not ignore the views of the people. Governance system will be sensitive and accommodative to the perceptions of people. The government must proactively seek the views of the people on issues affecting them.

Consensus Oriented

Democracy does not mean rule by the majority. Good governance must function based on the policy of consensus. It must provide a platform for the negotiation of different interest in society. It must facilitate discourses and dialogues between competing interests. Conciliation and reconciliation of conflicting interests are necessary for good governance. The decisions must not be taken only by the majority and the views and interest of minorities must get due importance in the process of good governance.

Equity and Inclusiveness

Equity and inclusiveness are the foundations of democracy. Privileges and special treatments must be eliminated. Good governance must ensure the well-being of all citizens. Every individual must feel that he/she is treated equally and fairly. The interest of marginalised, vulnerable and minorities must be given special attention. Good governance should not exclude any group from the mainstream. Promotion of the policy inclusion will strengthen governance and stabilise the society.

Effectiveness and Efficiency

Good governance will promote innovations in the process of governance. Procedures can be simplified and customised to the needs of the people.

Use of technology will increase the efficiency in governance. Governance must guarantee effective and efficient delivery of services to the citizens. Effective and efficient service delivery is one of the most important strengths of good governance. The effective use of resources of government is also a very important future of good governance. Public resources must be managed with great care and responsibility.

Accountability

Accountability is fixing responsibility on individuals and organisations good governance for decisions and actions. Failures and lapses in discharging the assigned duties will be penalised. People have the right to demand accountability not only from the State but also from the private sector and civil society. Powerful instruments to demand accountability must be provided to the people to regulate the functioning of the state, government, market and civil society.

Good Governance: Outputs, Outcomes and Impacts

Good governance can bring some fundamental changes in the process of government. The output, outcome and impact of good governance will bring substantial transformation in society. Good governance will enhance development, justice and equity in society. Good governance must result in improving the quality of life of the people. It can also increase the credibility of governance and trust of people on governance.

Outputs of Good Governance

Outputs of good governance can provide direct, measurable and visible results on the ground. People could feel the effects of good

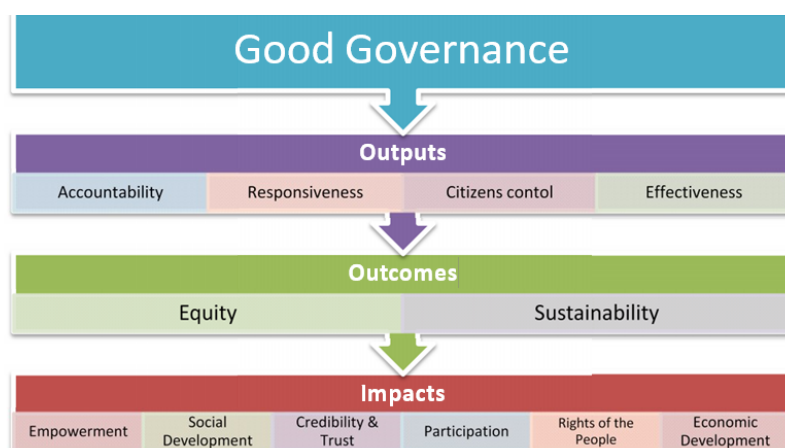
governance straight away in their life. It includes increase of efficiency in the delivery of government services and quality of services. The outputs of good governance will satisfy the felt needs of the community. Most of the physical needs like infrastructure facilities and welfare schemes will be delivered effectively. People could experience that the systems have become more accountable, effective and responsive.

Service delivery

The immediate output of good governance will improve the delivery of government services to the people. People will have the guarantee that government services will be delivered to them within the prescribed timeframe. Good governance will also ensure the quality of government services. It will result in a better quality of life and improvement in social and human development.

Accountability

People must feel that government machinery is accountable to them. Good governance makes the governance system, government officials and elected representatives answerable to citizens. Citizens could demand information from the decision-makers. The decision-makers are bound to explain and justify the decisions they make. It makes governance system more responsible. Functionaries in governance become more cautious and honest in the process of decision-making. Accountability has two parts; it must





A file photo of women working at a plantation. The output, outcome and impact of good governance will bring substantial transformation in society

provide all the information related to governance to the public and also must guarantee that they function as per the laws, procedures and rules. Accountability is the power of citizens to force the decision-makers to follow procedures, rules and laws. Accountability also ensures that inaction and abuse of power are penalised.

Citizens control

Good governance gives an opportunity for citizens to monitor the decision-making process. It gives regulatory devices to citizens and ensures that the devices are properly used by them. The regulatory devices can guarantee that the rights and privileges of citizens are properly operationalised. Some of the devices available for the citizens are social auditing, right to information, public service guarantee system and public hearing.

Responsiveness

Responsiveness is the ability of the governance system to perform the assigned task within the given time and as per the prescribed standards. Governance system must be open to citizens' views, criticisms, suggestions, appeals and demands. In good governance, government agencies and functionaries will react quickly and fittingly to the demands of the people.

Responsiveness promotes a

democratic, deliberative and consultative process of decision-making. Decision-making in government will not be mechanical and blind to the feelings of the people. Governance system will be more sensitive and more accommodative to the people. It will have systems to get continuous feedback from people and systems for correction and improvement.

Effectiveness

Good governance will bring direct and satisfactory results and substantial improvement in the life of people. Governance must deliver the desired results within the prescribed time. The quality of government services will be improved by the process of good governance. The quality of the delivery systems of the governance will be improved. It will avoid wastages and leakages of valuable public resources in the system. The resources will be carefully utilised for the assigned purposes only. Good governance will reduce and ultimately eliminate the scope for corruption in public services. It will improve the cost-effectiveness of public expenditure.

Outcomes of Good Governance

The outcomes include permanent and durable results brought in by good governance. It also includes policies and laws. The outcomes bring substantial changes in

the system and the environment. They will have sustainable effects in the life of the citizens. Some of the outcomes of good governance are discussed here.

Equity

Good governance will make society more equitable. Good governance increases equity in society by impartially enforcing the laws, rules and procedures. It builds devices for transparency, accountability and responsibility in governance. All citizens are treated as equals before the law by good governance. The privileges and advantages enjoyed by the elites and powerful are removed by the process of good governance. It allows every citizen to enjoy the benefits of level playing. Good governance gives chances for free and fair opportunities to everyone and helps them to use their full potentials for development. It encourages everyone to work hard, compete for their progress and achieve their goals. In this process, individuals will get opportunities to contribute their best to society.

Sustainability

Good governance builds and strengthens efficient systems and structures in governance. It does not depend much on the individual

leadership or the goodness of the individuals or even on the goodwill of the State. It ensures that strong organisations and management systems are established and operated to fulfil the tasks assigned to them efficiently. Systems are created to guarantee development and justice to the people. The sustainability of good governance is ensured by strong organisational structures and management systems.

Impacts of Good Governance

Good governance, in the long run, will have deep impacts in society. The impacts of good governance will be substantial and fundamental. It will bring a paradigm shift in society. Society will have sustainable development, justice and prosperity. It will empower the citizens to defend justice, rights and liberty.

Empowerment

Good Governance will result in the empowerment of citizens. Citizens will get the ability to have power over the decisions that affect their lives. Governance will develop the capability of citizens to assert their democratic rights.

Citizens will be vigilant by monitoring the functioning of the government and other institutions affecting their life. Citizens will have self-confidence and must have a high level of self-esteem. Citizens will have the ability to successfully resist and eliminate injustices and the unfairness in the governance system.

Participation

Good governance will make citizens' participation in governance a reality. Citizens will come forward not only to participate but also to contribute to the development efforts of the government. Civic engagement will increase as a result of good governance. Enhancement of the character and the quality of citizenship could be one of the most significant impacts of good governance.

Social Development and Welfare

Good governance will bring social development and welfare to the doorsteps of the people. The country could achieve a higher level of human and social development as an impact of good governance. Social and human development will bring growth and prosperity. It will increase human resources and human capabilities. Social and human development will strengthen the democracy and institutions of governance.

Rights of the people

The constitutional and legal rights will be guaranteed for all sections of society. Good governance will take special measures to protect the rights of the ethnic, linguistic and religious minorities, marginalised and disadvantaged groups in society. Good governance will give instruments and devices to them to defend their human and democratic rights. It will also assure their right for development, particularly their rights for education, employment and health.

Credibility and Trust

Good governance will increase the trust and faith of the citizens over the system. It will increase the credibility of the state also. Increase in the credibility of the State will generate cooperation, participation and contribution of citizens for governance. It will promote honesty and credibility of individuals in society and on the whole, social credibility will increase. It will facilitate a better climate for business and economic prosperity.

Economic Development

Good governance will bring economic development for nations and prosperity for individuals. It will reduce the problems in doing business and facilitate entrepreneurship and investment. As a result, the countries will have overall economic development. Good governance in the market and corporate sector will promote honesty and efficiency. In the private sector, it ensures better services based on ethics and honesty.

Conclusions

Governance is a process of decision-

making and execution of decision through an interaction of government, civil society and market. Governance is participatory and inclusive in nature. In the new liberal world, the concept of governance has gained more importance as it can fulfil the needs and aspiration of the different sections of society. Good governance is a growing concept and new meanings characteristics and elements are added to it. Good governance is an innovative breakthrough. Good governance is thus a sub-category of governance, wherein public resources and difficulties are managed well, resourcefully and in reply to serious desires of humanity. Good governance has a clear purpose of bringing positive outcomes in society. It can guarantee efficient responsive and transparent administration and it will promote development justice prosperity and peace. It makes not only the government but also corporate and civil society organisations accountable to the citizens. Good governance has fundamental and sustainable impacts on society. Proper implementation of characteristics of good governance will result in fundamental changes in society. It will promote development, justice, equity and peace. It will play a critical role in empowering the marginalised. The fundamental changes will include democratising the systems, ensuring justice in the system and enhancing the efficiency of the system.

As a result, good governance will bring growth development and prosperity in society. Justice and the equity in society will be ensured and society will become more inclusive. Citizens will have better opportunities to participate in governance. Democracy will be deepened and strengthened. Society will be more honest and ethical.

Dr. K. Prabhakar

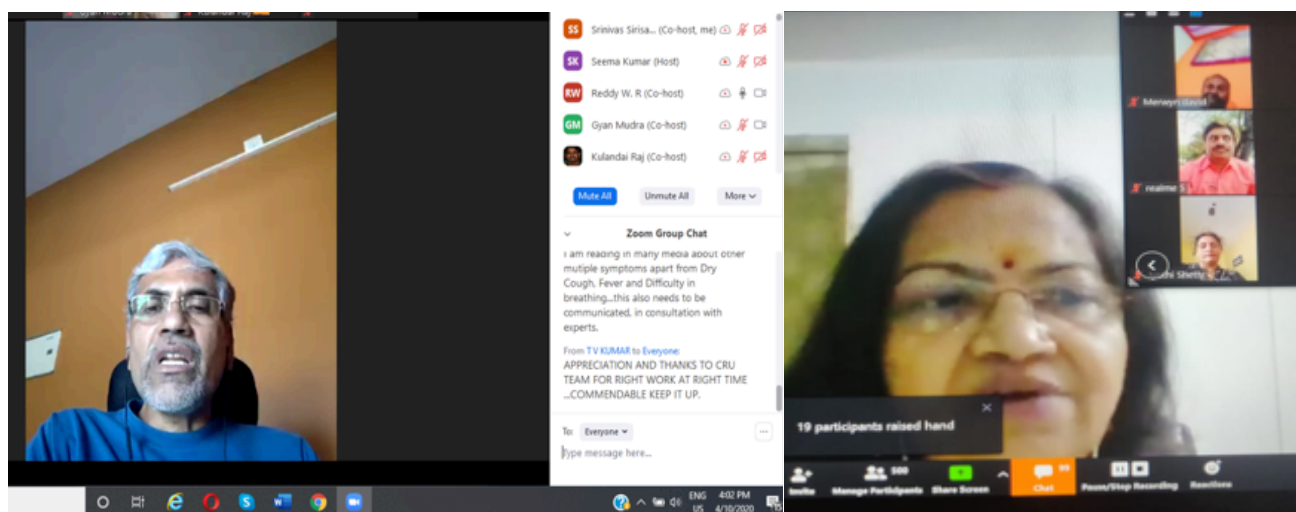
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Community Engagement in prevention of COVID-19 in India by using technology



Dr. W. R. Reddy, IAS, Director General, NIRDPR, (left) and Dr. Gyanmudra, Prof. and Head, CGG&PA, NIRDPR & CRU(right) during the Training of Trainers via video conferencing

The first case of the novel corona virus (COVID-19) originated from China was reported in India in Kerala on 30th January, 2020. Within 90 days of the detection of first case, COVID-19 has spread to all the States and is impacting humanity, lifestyles, livelihood, businesses, economies and wellbeing of all people irrespective of class, caste and creed.

To complement the efforts of Indian government in containing the pandemic, the Communication Resource Unit-National Institute of Rural Development and Panchayati Raj and United Nations International Children's Emergency Fund partnered and collaborated with the State governments to contain the pandemic of COVID-19.

Planning for the Risk Communication for prevention of spread of COVID-19

CRU-NIRDPR and UNICEF team reviewed the guidelines issued by World Health Organisation and Government of India and designed a risk communication plan for prevention of spread of COVID-19. A detailed strategy was worked out to engage communities with much needed innovative Social Behaviour Change Communication material to promote COVID-19 preventive behaviour among people while adhering to the lockdown guidelines.

A two-hour training module was developed to train the district and block level trainers through Zoom conferencing and webinars. The module broadly covered anxiety management, key facts about COVID-19, key behaviour to be practiced by all to protect oneself from COVID-19, preventing COVID-19 related stigma, role of key stakeholders in promoting preventive behaviour, cascading the training to next level, working out action plan to reach the most vulnerable communities and responding to queries of the participants.

Resource Team

CRU-NIRDPR and UNICEF constituted a resource team that includes medical experts, communication experts and development professionals. This team under the leadership of Dr. Gyanmudra, Professor and Head, CGG&PA, NIRDPR and CRU, conducted ToT with several stakeholders from diverse departments in collaboration with Ms. Seema Kumar, C4D specialist-UNICEF, Dr. Sanjeev Upadhyaya, Health Specialist-UNICEF and other consultants.

Partnership with stakeholders and creation of platforms for training

CRU-NIRDPR and UNICEF partnered with diverse stakeholders who have the potential to reach out to the

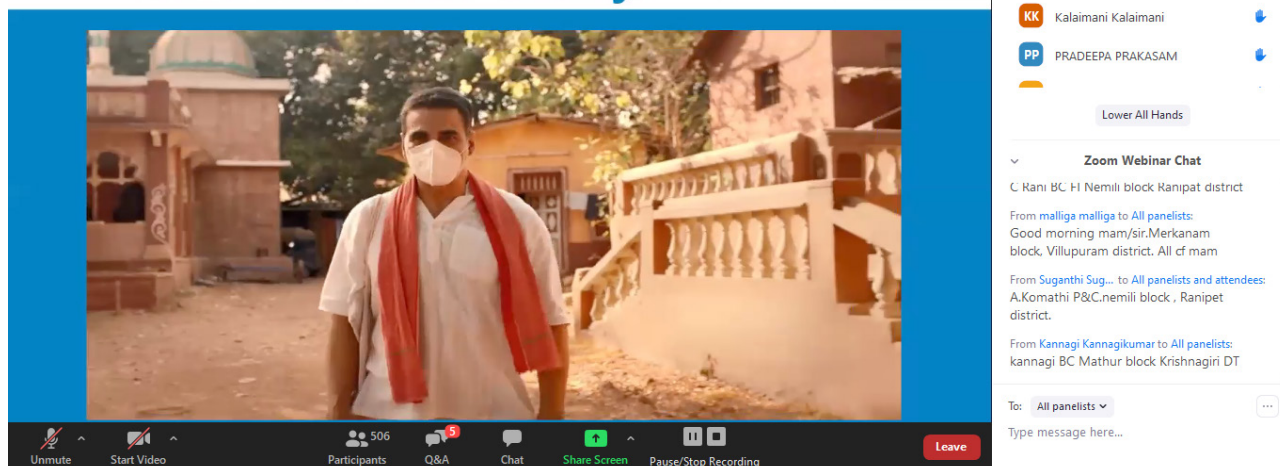
most vulnerable communities. Rural Development&Panchayat Raj department and Society for Elimination of Rural Poverty (SERP), State Rural Livelihoods Missions, National Service Scheme (NSS), Nehru Yuva Kendra Sangathan (NYKS), Mission For Elimination of Poverty in Municipal Areas (MEPMA), State Institute of Rural Development, Extension Training Centres were engaged to reach out to rural and urban communities.

Results

The team conducted ToT through licensed Zoom conferencing facility. It made sure to invite top official of the departments to make inaugural remarks and motivate the participants and brief on their expected role. In the first meeting with the Department of Rural Development and Panchayat Raj, Telangana State, Shri Somesh Kumar, Chief Secretary to The Government of Telangana addressed the participants and congratulated CRU-NIRDPR and UNICEF for using technology to train people during lockdown.

Dr. W. R. Reddy, Director General, NIRDPR, addressed the participants and motivated everyone to take forward the message up to grassroots level and other HoDs of concerned departments participated in the training.

Post Lockdown: Safety Measures



A screenshot of the motivational video featuring actor Akshay Kumar on various behaviours to be practiced while going to professional work, which was shown during the workshop. The video was produced by the Ministry of Health and Family Welfare.

Stakeholder-wise ToTs organised on community engagement for prevention of COVID-19

About 11,028 stakeholders were trained as trainers in 45 batches at an average of 245 participants per batch through Zoom conferencing. Key stakeholders trained across the country were Rural Development and Panchayat Raj, SERP, MEPMA, PHC & Ayush medical officers, NSS stakeholders, SRLM, TRIFED, Panchayat Presidents, Block Development Officers and SRLM team of Sikkim, faculty from NIRDPR, SIRDs, ETCs and Master Trainers and Centre Managers from DDU-GKY from several

States.

Reports shared by the stakeholders revealed that a total of 55.59 lakh rural and urban communities received COVID-19 prevention messages through ToTs. Many other departments are in the process of conducting next level training programmes and they are likely to share the data on people reached with COVID-19 prevention messages.

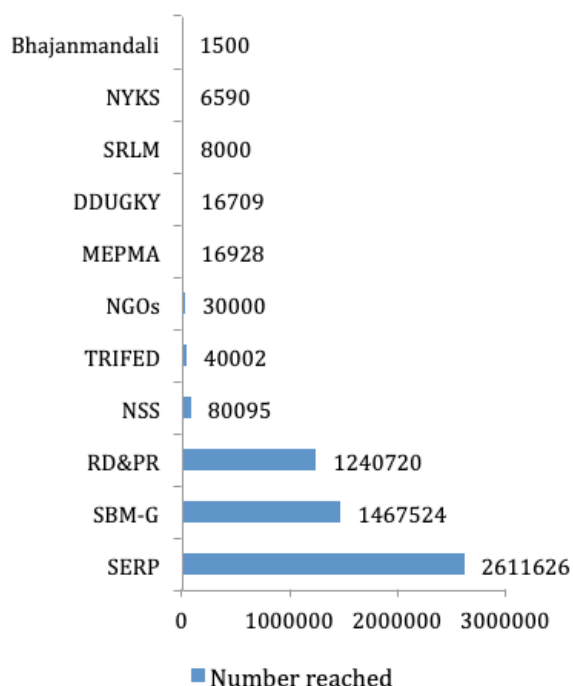
CRU-NIRDPR is exploring the opportunities to know further expectations from the departments and whether there is a need for refresher training programmes or fresh training programmes on new topics. An Initiative

by Communication Resource Unit (CRU) of National Institute of Rural Development and Panchayat Raj (NIRDPR) and UNICEF.

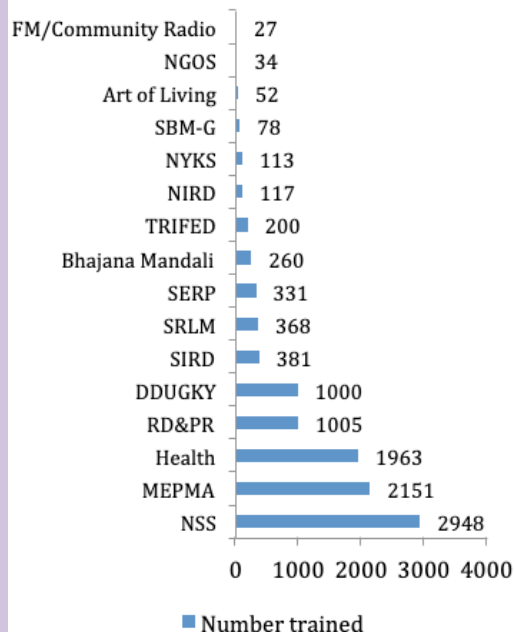
NIRDPR-CRU goes global

Dr. Gyanmudra was invited to conduct a global webinar on Risk Communication during COVID-19 and managing life by Asia Pacific Consortium of Researchers and Educators (APCoRE) on 4th May, 2020. 202 researchers and educators from six countries namely, Philippines, India, Thailand, Malaysia, Vietnam and Indonesia participated in the webinar and understood the efforts made by CRU-NIRDPR to prevent COVID-19 using technology.

Number of people reached



Stakeholders trained





Staff and ex-trainees of Andhra Bank sponsored Rajahmundry RSETI stitching masks in Andhra Pradesh

At a time when the country has been witnessing a national health emergency of unprecedented and historic scale, our hearts go out to those who are affected by the COVID-19 pandemic. In these difficult and testing times, RSETIs (Rural Self Employment Training Institutes) have risen up to the occasion and are contributing their bit to fight the situation by making face masks, sanitisers, handwash and Personal Protective Equipment (PPE).

As the World Health Organisation (WHO) has endorsed wearing a mask for controlling the spread and the government is urging the citizens to follow suit, even for healthy individuals when stepping out of the safety of their homes to procure essential items, the demand for masks for individuals and PPEs for frontline healthcare and other professionals has risen tremendously in a short span of time.

As the sudden rise in demand for masks and PPEs could not be met by the regular manufacturers alone, RSETIs have risen to the occasion and stepped forward to make the masks for all and PPEs for professionals engaged in fighting this pandemic.

Amidst the shortage of face masks, many people were eager to receive the masks prepared by RSETIans and appreciated the desire of the trainees to help the people in need in all possible ways — though the need for medical-grade face masks remains unattended.

The raw materials for preparing the masks and PPEs were provided by various organisations like district authorities and RSETIs sponsor banks.

In less than a month, more than 38 lakh masks and more than 5000 PPEs were made by 310 RSETIs across the nation. They were handed over to the district authorities, police officials, hospitals and RSETIs sponsor banks for distribution to staff and general public.

It truly gave the RSETIans immense satisfaction and a sense of pride in stepping up for the nation when the need arose by utilising the skills imparted to them during the training programmes conducted by RSETI.

This highly inspiring work done by the RSETIs was tweeted by MoRD appreciating the RSETIans. The tweet from Ministry was also liked and retweeted by prominent individuals and groups including High Commission

of India - Islamabad, in Pakistan, Press Information Bureau (PIB), Government of India, National Disaster Management Authority (NDMA), Government of India, MLA from Brahmagiri, Odisha, officials from SRLMs, among various other groups and individuals highlighting the excellent work done by the past and present RSETI trainees.

Example of individual RSETIs and trainees, who rose up to the occasion:

A) An RSETI from Indian bank's RSETI in Salem, Tamil Nadu delivered an order of three-layered face masks from a private company. She hired eight other women from poor economic background, manufactured more than 45,000 masks, cumulatively, in the month of March and April 2020.

B) Punjab National Bank (PNB) sponsored Alwar RSETI in Rajasthan. A total of 150 food packets were distributed to the neediest families who have lost their source of livelihood due to the COVID-19 pandemic. The food packets distribution was led by PNB's higher officials and supported by entire RSETI staff.

C) RUDSETI Madurai in Tamil Nadu manufactured more than 100 litres of sanitisers each day. The sanitisers were

prepared in bottles of various quantities and were supplied to banks, government offices, airport and post offices.

D) An RSETIian from the 2018 batch of Prime Minister's Employment Generation Programme (PMEGP) rose to the occasion and started making PPEs. These PPEs were supplied to other manufacturing units in Tiruppur in Tamil Nadu and for onward supply to State of Maharashtra. She has supplied more than 3000 PPEs.

E) An RSETIian from the candle making batch of Perambalur RSETI in Tamil Nadu has stitched more than 1,200 masks, manufactured 1,500 litres of floor cleaner, 8,000 pieces of hand soap bars, 1,000 litres of sanitiser and 2,000 litres of phenyl. She has supplied all these products to the local government hospital and to nearby pharmacies.

F) An RSETIian from Bank of India sponsored Barwani RSETI in Madhya Pradesh has stitched more than 3,000 high quality (90 GSM) PPEs and supplied it to ITI

Indore, government officials and NGOs.

NIRDPR's role in fighting the pandemic

NIRDPR on its part is playing an equally crucial and important role as a training and capacity building arm of the Ministry of Rural Development. In collaboration with UNICEF Hyderabad field office, NIRDPR has trained over 28.33 lakh community leaders through online programmes to practise social behaviour required to control the transmission of COVID-19 cases in villages, in association with governments of Telangana, Andhra Pradesh and Karnataka.

Through this programme, capacity building efforts of officials and volunteers of Panchayat Raj Institutions (PRIs), Self-Help Groups (SHGs), National Service Scheme (NSS) and Community Radio Stations (CRSs) have been strengthened on the role they can play in preventing the spread of COVID-19 in their groups and village communities.

This training was appreciated by many and received wide coverage in the press.

Apart from the collaboration with UNICEF Hyderabad field office, NIRDPR

has also produced and posted on social media a number of videos in Hindi covering various topics including making a face mask with and without a sewing machine at home, a video explaining COVID-19/Coronavirus, management of migrant workers and actions to be taken by the Gram Panchayats to prevent the spread of COVID-19/coronavirus.

Preventive steps to be taken during grocery shopping, application of ancient knowledge of Ayurveda to boost immunity and in preventing the spread of COVID-19/Coronavirus, making of hand sanitizer, a video explaining the importance of contact tracing of a confirmed COVID-19 positive patient and best practices to prevent COVID-19. The North East Regional Centre (NERC) of NIRDPR has conducted a webinar for the public at large, on the topic - management of mental well-being during COVID-19 pandemic, for three days (22nd-24th April, 2020) for one and a-half hours (14:00 to 15:30 hrs) each. Thus, RSETIs and NIRDPR are playing an active role in preventing the spread of COVID-19.

-RSETI Project



Distribution of masks prepared by RUDSETI Madurai to the public, Tamil Nadu



Oriental Bank of Commerce sponsored Bale Khan RSETI distributing masks to police, Rajasthan

NIRDPR employees contribute generously towards PM CARES Fund and Telangana State CM Relief Fund for COVID-19 relief



The employees of National Institute of Rural Development and Panchayati Raj (NIRDPR) have contributed generously towards the PM CARES Fund and Telangana State Chief Minister's Relief Fund amid the ongoing COVID-19

crisis.

This timely donation comes at a time when the Government along with other departments/agencies are engaged in the mammoth task of controlling the spread of this pandemic and taking various

measures to mitigate its impact on public health and the national economy.

The employees of the Institute contributed Rs.11,93,054 (Rupees Eleven lakh ninety three thousand and fifty four) to the PM CARES Fund and Rs. 8,81,148 (Rupees Eight lakh eighty one thousand one hundred and forty eight) towards the Telangana State CM Relief Fund. This includes the contribution of one-month salary of Dr. W. R. Reddy, IAS, Director General, NIRDPR, amounting to Rs. 2,81,920 (Rupees two lakh eighty one thousand nine hundred and twenty).

NIRDPR launches Android-based mobile application 'NIRDPR Connect' to reach out to the grassroots

National Institute of Rural Development and Panchayati Raj has been instrumental in reaching out to the rural sector by equipping the officials concerned, farmers, women entrepreneurs and Gram Panchayat functionaries with up to date training programmes.

In a way to enhance the communication across the rural India and to meet all the hiccups causing disruption to the communication to reach grassroots, NIRDPR has come up with a novel mobile application named 'NIRDPR Connect', with the technical support from 100pins mass broadcasting app.

NIRDPR Connect app is based on Android operating software. The main intention behind the development of this application is to reach out to the Gram Panchayat functionaries in the tough times like the current COVID-19 lockdown. With a single push of the button, the NIRDPR can send messages to the all the users of the app, including the Gram Panchayat functionaries.

The salient features of the app are:

1. Unlimited groups can be created in the app and each group can have unlimited users in it

2. The app allows sender to search and sort the recipients

3. App does not require confidential information like mobile phone numbers, names of the users, etc.

4. Administrator of the app can conduct polls and collect feedback from the users with this app

5. NIRDPR Connect has an option to restrict the message to certain groups or individuals

6. Contacts can be uploaded to the app in bulk

Apart from Gram Panchayat functionaries, State Institutes of Rural Development (SIRDs) and faculty of NIRDPR are members of the app, according to the Centre for Panchayati Raj, Decentralised Planning and Social Service Delivery (CPRDPSSD) NIRDPR.

The app can reach 2.3 million Panchayat Secretaries and functionaries within a short span. Currently, the app is available on Google Play store and the services of the app can be obtained free of cost. As the app should serve across the country, it is available in regional languages as well. NIRDPR connect is available in English, Hindi,



Screenshot from the home page of the app

Telugu, Kannada, Tamil and Oriya. The app is currently being used in the crisis management of COVID-19, and instructions and messages useful for the Gram Panchayats are being circulated.

-CDC Initiatives

National Panchayati Raj Day: Prime Minister launches schemes and interacts with Gram Panchayats through video conferencing



Shri Narendra Modi, Prime Minister of India addressing Gram Panchayats on National Panchayati Raj Day

The National Panchayati Raj Day is being celebrated in India on 24th April, every year, remembering the passing of the 73rd Constitution Amendment Act, 1992, which came into force with effect from 24th April, 1993. In order to supervise the Panchayati Raj System in India, a separate Ministry of Panchayati Raj was constituted on 27th May, 2004. The National Panchayati Raj day is observed in the country since 24th April, 2010.

Due to corona virus crisis induced lockdown, Ministry of Panchayati Raj (MoPR) organised the National Panchayati Raj Day on 24th April, 2020 through video conferencing. Shri Narendra Modi, Prime Minister of India, launched two programmes/schemes and addressed Gram Panchayats across the country through video conferencing. He also interacted with Gram Panchayat Sarpanches in seven States through video conferencing, mainly understanding the role of those Panchayats in managing corona virus situation.

On this occasion Prime Minister launched the following two programmes:

e-GramSwaraj: This user-friendly web-based portal aims to bring in better transparency in the decentralised planning, progress reporting and work-based accounting at Panchayat level.)

Svmitva Scheme: This scheme provides an integrated property validation

solution for rural India. The demarcation of inhabited land in rural areas would be done by the using latest surveying methods, including drone-based survey, with the collaborated efforts of the Ministry of Panchayati Raj, State Panchayati Raj Department, State Revenue Department and Survey of India.

During the National Panchayat Raj Day event, the following awards were also announced for the best performing Panchayats.

- Deen Dayal Upadhyay Panchayat Sashaktikaran Puraskar (DDUPSP) in General and Thematic categories for all three levels of Panchayats
- Nanaji Deshmukh Rashtriya Gaurav Gram Sabha Puraskar (NDRGGSP) to Gram Panchayats for outstanding

performance of Gram Sabha

- Gram Panchayat Development Plan (GPDP) Awards for three best performing GPs
- e-Panchayat Puraskar
- Child-friendly Gram Panchayat Award

Centre for Panchayati Raj, Decentralised Planning and Social Service Delivery (CPRDPSSD), NIRDPR supported MoPR in identifying Gram Panchayats for interaction with Prime Minister. The Audio Visual Lab at NIRDPR produced the launch videos for the above two schemes launched by Prime Minister on this occasion.

Dr. C. Kathiresan,
Associate Professor & Head,
CPRDPSSD,
NIRDPR



NIRDPR observes Ambedkar Jayanti



Dr. W. R. Reddy, IAS, Director General, NIRDPR garlanding the bust of Dr. B. R. Ambedkar(left), Smt. Radhika Rastogi, IAS, Deputy Director General, NIRDPR offering floral tributes to the portrait of Dr. B. R. Ambedkar(right)

The National Institute of Rural Development and Panchayati Raj, Hyderabad celebrated the 129th birth anniversary of Dr. B. R. Ambedkar, the father of Indian Constitution on 14th April, 2020. The event was graced by Dr. W. R. Reddy, IAS, Director General, NIRDPR, Smt. Radhika Rastogi, IAS, Deputy

Director General, NIRDPR, faculty and staff. The ceremony began with Dr. W. R. Reddy garlanding the bust of Dr. B. R. Ambedkar at the Dr. B. R. Ambedkar block on the campus. Following him, Smt. Radhika Rastogi and other staff offered their floral tributes. Further, Dr. W. R. Reddy and Smt.

Radhika Rastogi offered floral tributes to the portrait of Dr. B. R. Ambedkar inside the library building. Amidst the lockdown, the event was attended by a few people, who practiced social distancing guidelines issued and wearing face masks.

-CDC Initiatives

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