

## FIXING 16<sup>th</sup> SUSTAINABLE DEVELOPMENT GOAL THROUGH JAN MANCH PROGRAMME: AN INITIATIVE FOR GOOD GOVERNANCE

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### Abstract

*Himachal Pradesh is amongst the small and Himalayan states in India with 68 Lakh population inhabited in rural, hilly and mountainous terrains spread over 12 districts, 78 development blocks. The ninety percent rural population is living in 3226-gram panchayats scattered in more than 20,690 villages, where the public service. Recently this small state bagged many national awards including, best performing big state in education and health. State is first to pioneer the District Good Governance Index for measuring governance performance, implementing the H.P. Public Service Guarantee Act 2011 and committed to provide 187 time bound services. Apart from these initiatives, to redress the grievances of rural population government is trying reaching to people through its flagship programme called as “Jan Manch” which is being organized monthly in different assembly constituencies in all the districts. Present paper aimed to study the provision under this “Jan Manch Programme” and its performance. The study revealed that this programme is an important tool for accountable governance especially for the rural people are coming forward with their grievances immensely. These all initiatives are ultimately contributing to the sustainable development goals (SDG) 16 i.e. Promote Peaceful and Inclusive Societies for Sustainable Development, Provide Access to Justice for All and Build Effective, Accountable and Inclusive Institution at all Levels.*

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## **Introduction**

Transparent governance implies openness of the governance system through clear processes and procedures enabling good access by citizens to public information. High levels of transparency stimulate awareness of responsibilities and standards in public service through information sharing, which ultimately ensures the accountability of individuals and organizations that handle resources and/or hold public office for their performance. There are three dimensions of accountability: financial accountability through the use of power and authority to report on intended and actual use of resources; political accountability through a system of checks and balances among the executive, legislative, and judicial branches; and administrative accountability through internal governmental controls, which include civil service standards, incentives, administrative reviews, and oversight. A lack of transparency increases inefficiency and corruption in governance. The three dimensions of accountability eventually contribute to trust building in government (UN, 2007). The Sustainable Development Goals clearly has a great commitment to good governance and its vital role. Goal 16 indicates “effective governance institutions and systems that are responsive to public needs deliver essential services and promote inclusive growth”. Institutions are the basics for good governance.

## **Himachal Pradesh among the leading performer the states**

Himachal Pradesh is one among the 12 states of Indian Himalayan Regions with total population 68 lakh population spread over 55,673 km<sup>2</sup> area (Census of India, 2011). Out of this area 42 per cent comes under the tribal regions geographically tough than the rest. Rural population is around 90 per cent living in 3243-gram panchayats, 78 development blocks and 12 districts. Irrespective of geographically peculiar conditions Himachal Pradesh is among the best performing states as the recently it has been awarded the best performing big state in education and health (SOS, 2019). Himachal is the first state to pioneer the District Good Governance Index for

measuring governance performance on seven themes, eighteen focus subjects and forty five indicators as a self-evaluation mechanism. The H.P. Public Service Guarantee Act is committed for the delivery of services within stipulated time period and providing 187 time bound services through 26 departments.

The transparency and accountability as a measure of governance is vital in the general perception of an informed citizen. These two concepts have an identity even beyond the normal expectations of economic growth and the well-being of its citizens. The public affairs' Index 2018 shows that Himachal Pradesh is second among the 12 small states in transparency and accountability (PAI, 2018). The composite score computed for each state and UT of India based their aggregate performance across 13 of the 17 SDGs shows that Himachal Pradesh ranks high on providing clean water and sanitation, in reducing inequalities and preserving mountain ecosystem. Kerala's top rank is attributed to its superior performance in providing good health, reducing hunger, achieving gender equality and providing quality education (Niti Ayog, 2018). In context of all the applicable SDGs, the performance Himachal Pradesh seems better across the nation seems better. Out of the 17 SDGs rank high above the national rank and in some it is among performer states. There are many initiatives taken by state government for the grievance redressal of the rural or remote population, such as file to field, prashan janta ked war and Jan Manch Programme through which government are trying to reduce the public distress at their door step.

### **Jan Manch Programme: a contribution to 16 SDG**

The Government of Himachal Pradesh has launched the Jan Manch Programme an open platform on 3rd June 2018 where the rural people can place their grievances and expects its redressal on the spot. Since then this programme is being organized at every districts by selecting one assembly constituency on the first Sunday of each month. This program is presided over by a cabinet minister of state government and all the concerned officers of the district remains to be present to provide solutions for public grievances on the spot. Government has given special importance to Jan

Manch as the Chief Minister himself closely monitors the activities of this program. Various public interest activities are being conducted under Jan Manch, which includes issuing the certificates, progress of LPG distribution, water supply and various other government schemes etc. The program is being implemented at three levels. First level is pre-publicity of Jan Manch, under this preparation were done for proper publicity, registration of grievances, cleanliness campaign, health camps, inspection of schemes etc. People can apply online for redressal of their grievances and complaints through e-Samadhan an IT portal and check the status of its redressal as well. The main objective of the Jan Manchis also to provide information about the developmental schemes and projects initiated by the government for the welfare of the people, and to develop a system in which people do not have to visit the government offices and provide solution to their problems nearer to their homes.

### **File to Field, Sarkar Janta Ke Dwar Par and Jan Manch**

Jan Manch Programme was announced by the Chief Minister in the budgeted speech, 2018 that all the ministers organize regularly “Jan Manch” in remote areas of every district to solve the grievances of the people at the spot. It envisages a high-level grievance redressal mechanism that improves upon similar initiatives tried earlier like ‘file to field’ and ‘Sarkar Janta ke Dwar Par’ (Department of Administrative Reform, 2018). These two programme were already aiming to redress the public grievances but the present Jan Manch provides a holistic, IT enabled approach to grievance redressal after learning from the gaps in previous two. JM programme is to be organized under the headship of Ministers on the basis of clear-cut guidelines in which the complainants are empowered to observe the status online therefore it fix the responsibility and accountabilities of the respective official of line departments.

### **Provisions under JM Programme**

JM has been drawn up by the Department of Administrative Reforms, however its actual implementation is coordinated by the Department of Redressal of Public Grievances (RPG) and Department of Rural Development

& Panchayati Raj (RD&PR). However, all line departments are responsible for grievances/demands/issues pertaining to them. JM target on the spot and the redressal of public grievances, delivery of citizen centric services. It is not a platform for the matters like inauguration, transfers, demand for Government employment and new schemes, court cases etc. that are based on norms & require budgetary support. The DCs are responsible for selection of the venue at District/Sub-Divisional Headquarters and should cater to a catchment of at least 8-10 Gram Panchayats with sizeable population strength. There must be availability of a place to accommodate the expected crowd on the day of the Jan Manch, availability of a rest house; concerned elected representatives should be informed about the venue, date & time since they will be special invitees, having Road connectivity, having internet facility (desirable), Easy to access for citizens from remote & far flung areas and availability of public transport.

The Jan Manch are organized at assembly constituency wise on the first Sunday of every month and ministers' in-charge and constituencies will rotate every month to cover all the constituencies systematically. The advance information of dates and punctually holding the camp on the due date is crucial to the success of the scheme and elected representatives should be duly informed about the venue, date and time since they (including MPs) will be special invitees. The concerned DCs/SDMs to communicate date and venue to GPs, Patwaris, DPRs, and District Officers for further dissemination to the local people and grassroots workers required to be present. This team will be headed by Hon'ble Minister & includes the officers from DMs to all the officers of line departments.

There will be publicity campaign, 15-20 days before the designated date, informing citizens about the proposed Jan Manch to be held at the selected venue for redressal of grievances, review of existing works/ schemes of all departments. To increase awareness and to give adequate publicity using electronic means and social media, posters may be got printed with date, time and venue giving the facilities available at the Redressal Camps. The adequate number of posters may be given to the Panchayat where the camp is to be held after filling in the date and venue, to ensure wide publicity. Publicity may be further ensured by issue of press and announcement on All

India Radio. Citizens will be informed of the venue adequately in advance so that they can submit their demands/grievances at least 5 days before the Jan Manch for enabling backend processing by concerned offices that will upload on e- samadhan. Publicity will essentially focus on creating awareness that grievances/ petitions for Jan Manch must be filed in the Panchayat office at least 10 days before the date of Jan Manch and that such applications will be collected by the Panchayat Secretaries.

The Registration and Processing of grievances & NIC access all grievances & demands pertaining to that constituency whether disposed of or pending & share them with the Deputy Commissioners. In respect of grievances recorded as disposed off on e-samadhan, district level officers of departments to whom the grievance pertains contact the complainant/ petitioners & ascertain whether his complaint has been satisfactorily redressed or not. The grievances that are pending and collected at Panchayat level are processed for redressal/disposal and all such applications are scanned & uploaded on e-samadhan and district administration monitor such application for disposal by the date on which Jan Manch is scheduled. The grievances/petitions are also being submitted on the day of the Jan Manch itself. If the redressal of grievance raised by the public is not possible on the spot, those are processed for disposal in the post Jan Manch period.

### Performance of JMP

Since its launch, total 19th Jan Manch Programmes have been organised in all 67 assembly constituencies as per the provision by covering thousands of gram panchayats in all the districts. For the purpose of present paper the records up to the fifteenth Jan Manch Programme have been compiled.

**Table:1 Activities During Jan Manch (Till July 2019)**

Sr. No. of JMP	Total JM	No. of Camp . Organized	No. of Citizen Checked	No. of Mutation Attested	Social Audit	Paper Work Completed	Certificate Issued	Sanitations (GPs)
1st	12	23	2573	347	27	1077	1706	8GPs

2nd	12	27	4288	361	39	547	1494	45GPs+4 3Spots
3rd	12	30	4540	466	94	536	2332	36GPs+7 5Spots
4th	12	34	4907	500	96	4818	4004	54GPs
5th	12	31	4968	577	125	5387	4864	69GPs
6th& 7th	13	36	6668	834	137	1393	7115	73GPs
8th	10	30	5605	689	95	997	2352	16GP+3S pots
9th	02	6	1406	357	24	1548	2234	27GPs
10th	10	29	3223	447	106	2997	2124	108GPs
11th	01	3	701	123	07	1001	722	16GPs
12th	10	28	4425	568	71	1525	1454	117GPs
13th	10	28	4110	521	102	2200	1795	115GPs
14th	12	31	3259	458	87	2153	2682	133GPs
15th	12	28	3574	553	68	1419	2779	113GPs
Total	140	364	54247	6801	1078	27598	37657	930GPs+ 121Spots

Source: District Commissioner Office, Shimla, 2019

Table shows that, total number of 15 Jan Manch were held from 03 June, 2018 to 07 July, 2019 at 140 locations in different assembly constituencies, in which 364 Jan Manch camps are organized, number of citizen checked were 54247, 6901 mutation were attested, 1078 social audits were conducted, 27598 paper works were completed and 37657 different certificates were issued. The Gram Panchayats who conducted the sanitation drive were 930 with 121 spots. The compiled data shows that the majority of the contribution in the activities during the JM were from are three categories i.e. No. citizen checked, paper work completed and certificate issued. It shows that people are getting benefits from the JM programme by time saving e.g. even for the routine work at patwarkhana for mutation attestation and preparation of different kind of certificates at tehsil or block levels.

### Saturation of Schemes

The pre-Jan Manch phase is also used for saturating the catchment panchayats under various programmes as was done under the Gram Swaraj Campaign. The schemes that are to be covered on a mandatory basis include Grihani Suvidha Yojana, Kisan Credit Cards, Pension admissible for Old Age, widows and persons with disabilities, Jan Dhan Yojana, Beti Hai Anmol Yojana, Digitized ration cards, Registration of expectant mothers and immunization, Toilets in all & households and whether these are being used.

**Table :2 Saturation of Schemes (TILL July 2019)**

District	Beti Hai Anmol Yojana	Digitized ration card	Grihani Suvidha Yojana	Jan Dhan Yojana	Kisan Credit Card	Registration of Expectant Mothers and Immunization	Public Toilets	Welfare Pension
Bilaspur	426	29130	4295	29690	7747	1450	07	44867
Chamba	1655	71309	2714	13743	1957	1171	-	41913
Hamirpur	238	12711	1370	1944	1528	3516	-	1679
Kangra	1301	17751	6671	9839	9109	169	64	14455
Kinnaur	165	21482	1347	14190	19191	697	44	4376
Kullu	423	46763	4125	398	848	9669	54	926
L & S	0	177	09	04	00	00	00	00
Mandi	442	66272	6205	1323	302	3807	74	1626
Shimla	257	121810	2664	47224	107541	1915	00	72527
Sirmaur	200	35862	13794	21043	10881	14047	82	9607
Solan	71	9390	705	4229	8758	5096	90	9586
Una	596	102913	6500	540	367	2953	39	15873
<b>Total</b>	5774	535570	50399	144167	168229	44490	454	217445

*Source: Deputy Commissioner Office, Shimla, 2019*

Table shows the data on the saturation of 8 schemes (Beti Hai Anmol Yojana, Digitised Ration Cards, Grihani Suvidha Yojana, Jan Dhan Yojana, Kisan Credit Card, Registration of expectant mothers and Immunization, Public Toilets and Welfare pension) in all the 12 districts from June 2018 to July, 2019. Total numbers of beneficiaries under the scheme Beti Hai Anmol Yojana scheme were 5774, total number of beneficiaries under scheme Digitised Ration Cards were 535570, total numbers of beneficiaries under scheme Grihani Suvidha Yojana were 50399, total number of beneficiaries under scheme Jan Dhan Yojana were 144167, total numbers of beneficiaries

under the scheme Kisan Credit Card were 168229, total numbers of beneficiaries under the scheme Registration of expectant mothers and Immunization were 44490, total number of public toilets sanctions were 454 and the beneficiaries under scheme Welfare Pension were 217445.

TABLE: 3 STATUS OF GRIEVANCES &amp; DEMANDS DURING THE JAN MARCH (TILL JULY 2019)

Jan March	Dated	Grievances				Demands					
		No. of Grievances pending before 10 days	No. of Grievances Received	Total Grievances Received	No. of Grievances Resolved	Pending	No. of Demands Pending before 10 Days	No. of Demand received	Total	No. of Demand Resolved	Pending
1 <sup>st</sup> Jan March	03-06-2018	755	2609	3364	826	2538	0	0	0	0	0
2 <sup>nd</sup> Jan March	01-07-2018	504	2977	3481	1577	1904	0	0	0	0	0
3 <sup>rd</sup> Jan March	05-08-2018	192	1577	1769	365	1404	358	1948	2306	375	1931
4 <sup>th</sup> Jan March	02-08-2018	318	1676	1994	1027	967	658	1565	2223	533	1690
5 <sup>th</sup> Jan March	07-10-2018	175	1845	2020	949	1071	260	2756	3016	1380	1636
6 <sup>th</sup> & 7 <sup>th</sup> Jan March	04-11-2018	353	1388	1741	937	804	502	1712	2214	505	1709
	16-11-2018	40	136	176	163	13	20	328	348	151	197
7 <sup>th</sup> Jan March	18-11-2018	16	541	557	350	207	14	281	295	127	168
8 <sup>th</sup> Jan March	02-12-2018	265	985	1250	705	545	162	1469	1631	760	1051
9 <sup>th</sup> Jan March	23-12-2018	52	388	440	275	165	165	346	511	291	220
10 <sup>th</sup> Jan March	06-01-2019	176	1274	1450	584	866	373	1296	1669	521	1148
11 <sup>th</sup> Jan March	27-01-2019	00	390	390	341	49	0	209	209	184	25
12 <sup>th</sup> Jan March	03-02-2019	358	915	1273	570	703	214	865	1079	255	824
13 <sup>th</sup> Jan March	03-03-2019	268	743	1011	440	571	709	1097	1806	441	1365
14 <sup>th</sup> Jan March	16-06-2019	383	803	1186	345	841	207	1138	1345	124	1221
15 <sup>th</sup> Jan March	07-07-2019	518	589	1107	221	886	337	809	1146	182	964
<b>Jan March (Total)</b>		<b>4373</b>	<b>18836</b>	<b>23209</b>	<b>9675</b>	<b>13534</b>	<b>3979</b>	<b>15819</b>	<b>19798</b>	<b>5829</b>	<b>14149</b>

Source: Deputy Commissioner Office, Shimla, 2019}

Above table shows the status of grievances and demands during the Jan Manch. According to the data total numbers of grievances received were 23209 from which numbers of grievances pending before 10 days were 4373 and numbers of grievances received were 18836. Out of total numbers of grievances received 9675 grievances were resolved successfully with 13534 left pending. Total numbers of demands received were 19978 from which numbers of demand pending before 10 days were 3979 and numbers of demands received were 15819. Out of total numbers of demands received 5829 were resolved successfully with 14149 left pending.

### Expenses during Jan Manch

Expenses to organize any public event are important to have an idea of cost benefit analysis of any schemes mend for public welfare. Therefore, in next table the data related to expenses during munch programmes in the different districts have been analyzed.

**Table: 4 Total Expenses during Jan Manch (Till June, 2019)**

Sr. No.	District	JMPs held	Total Expenses (Rs.)	Expenses per JMP
1	Shimla	13	14,81,052.00	113927.07
2	Bilaspur	12	13,17,798.00	109816.50
3	Kangra	15	17,22,622.00	114841.50
4	Solan	12	9,95,195.00	82932.90
5	Kullu	12	15,75,396.00	131283.00
6	Mandi	14	22,12,788.00	158056.30
7	Chamba	12	13,07,502.00	108958.50
8	Una	12	11,65,011.00	97084.25
9	Hamirpur	12	14,80,431.00	123369.25
10	Sirmour	12	16,21,000.00	135083.00
11	Kinnaur	07	8,05,758.00	115108.30
12	Lahaul-Spiti	07	4,53,000.00	64714.00
Total		140	1,61,37,553.00	115268.00

Source: H.P. Secretariat, Shimla, 2019

Table reveals that till June 2019 across the state 140 JM programmes were organized in different locations and the total expenditure was Rs. 16137553.00 more than one and half crore which is Rs.115268.00 per JM programme. Mandi district was recorded expenses highest i.e. Rs. 158056-30 per JM followed by Sirmaour (Rs. 135083.00), Kullu (Rs. 131283.00) and Kinnaur (Rs. 115108.30). The lowest expenses on JM was recorded in Lahaul-Spiti district where till June 2019 total seven JM was organized by spending Rs. 453000.00 only.

### Field Survey: Jan Manch held at Virgarh of Narkanda Block

Jan Manch Programme held at Virgarh of Narkanda block district Shimla was selected to study the views of the beneficiaries or the participants. This programme was held on on 3rd November, 2019 at Virgarh village of Mangsoo Gram Panchayat and total 7 Gram Panchayats of its surrounding was covered. This Jan Manch Programme was headed by the Education Minister and in all 52 demands and complaints were received. Apart from the focus group discussion (FGD) and observation, the information related to JMP was collected with the help of structure questionnaire from total 66 selected respondents selected on the convenience sampling.

**Socio Demographic profile of respondents:** This present study analyzes about the socio-demographic profile of the respondents who attended the JMP such as age, sex, educational qualification, community, marital status and occupation.

**Table: 5 Socio Demographic Profile of Respondents**

Sr. No.	Demographic Indicators	categories	Frequency (n=66)	Percentage (%)
1.	Age Groups (years)	18-45	46	69.7
		46-55	16	24.2
		56-65	03	4.5
		> 65	01	1.5
2.	Gender	Male	34	51.5
		Female	32	48.5
3.	Marital Status	Married	54	81.8

		Unmarried	12	18.2
4.	Education Qualification	Primary	03	4.5
		High School	20	30.3
		Secondary	20	30.3
		Graduation	13	19.7
		P.G.	10	15.2
5.	Category	Schedule Caste	18	27.3
		Schedule Tribe	00	00
		OBC	00	00
		General	48	72.7
6.	Occupation	Government Job	12	18.2
		Private Job	10	15.2
		Business	05	7.6
		Farmers	27	40.9
		Unemployed	12	18.2
7.	Family Structure	Joint	43	65.2
		Nuclear	23	34.8

Source: Primary Survey, November 2019

The table shows the distribution of respondents in different age groups shows the participation level of different age groups. Data in table depicts that maximum number of respondents i.e. 69.7 per cent were from age group of 18-45 years, 24.2 per cent of respondents were from 46-55 age group, 4.5 per cent of respondents were from 56-65 age group and 1.5 per cent of respondent were more than 65 years of age. Therefore, it can be concluded that the majority of the young population is participating in this programme to redress their problems. Gender is an important variable in Socio-Demographic profile of the respondents as it defines the participation of female in Jan Manch programme in the society which ultimately is sign of women empowerment, data shows that among all 51.5 per cent of respondents were male and 48.5per cent of respondents were female. The majority of the respondents around 82 were married. Table further reveals

the educational status of the respondents that, only 4.5per cent of respondents had literacy level up to primary school, 30.3per cent of respondents had completed high school education, 30.3per cent of respondents had completed secondary school education and 19.7per cent of respondents had completed collage graduation while 15.2per cent of the respondents had post-graduation. The social category of the respondents shows that 27.3 per cent of respondents were belonging to Schedule Caste and rest 72.7 per cent were from to general category while there were no respondents of Schedule tribe and OBC. Most of the respondents 40.9per cent had their source of income from agriculture, 18.2 per cent of respondents were in govt. services, 15.2 per cent of respondents were in private jobs and 7.6per cent of respondents were doing their own businesses while 18.2per cent of respondents were unemployed. The family structure of rural village is relatively bigger than the family structure of cities residents. Table depicts that out of the total respondents' 65.2per cent were living in joints families while 34.8 per cent of respondents were living in nuclear families.

**Table:6 Information's About the Awareness of JMP**

Sr. No.	Particulars		Frequency (n=66)	Percentage (%)
1.	Awareness of Jan Manch Programme		52	78.8
2.	Medium of Awareness	Media	12	18.2
		Newspaper	17	25.8
		Panchayat	14	21.2
		Other Medium	09	13.6
		NA	14	21.2
3.	Who informs about upcoming Jan Manch	Media	2	3.0
		Panchayat	53	80.3
		Others	11	16.7
4.	How many days before	1-5	27	40.9
		6-10	24	36.4
		11-15	09	13.6
		16-20	01	1.5

		More than 20 days	05	7.6
5.	Attended any Jan Manch Before this		07	10.6

Source: Primary Survey, November 2019

The maximum number of respondents (78.8%) was aware of Jan Manch Programme while there were only 21.2% of respondents who were not aware of Jan Manch Programme. Those who participated, out of them 78.8% of respondents were aware of Jan Manch Programme, 18.2% mentioned that they became aware of Jan Manch Programme due to electronic or social media, whereas 25.8% of respondents stated that they became aware through print media mainly newspaper, while 21.2% of respondents became aware through panchayat and remaining 13.6% of respondents came to know about the Jan Manch Programme through other medium.

Information medium of present Jan Manch Programme was gram panchayats as majority 80.3 per cent respondents responded that panchayat representatives informed them to participate in the present JMP whereas the remaining were informed through other means such as social media and relatives. The timing of information about the present JMP shows that 40.9% of respondents stated that they were informed about the upcoming JM within 1-5 days before the JM take place, 36.4% of respondents reported that they were informed before 6-10 days of upcoming JM and 13.6% of respondents reported that they were informed before 11-15 days of upcoming JM, on the other hand 7.6% of respondents stated that they were informed about the upcoming event of Jan Manch before 20 days. The survey JMP was first in that areas therefore the majority 89.4 per cent respondents were having first experience however 10.6 per cent respondent had attended the JMP programme in their vicinity or in contiguous blocks.

There is significant difference between demands and grievances and the basic mandate of Jan Manch programme is to redress the public day to day or long pending grievances due to any reasons.

**Table:7 Understanding of Jan Manch Among the Respondents**

Sr. No.	Particulars	Frequency (n=66)	Percentage (%)
1.	Knows the difference between Grievance/Demand	58	87.9
2.	Filed any Grievance/Demands in this JM	07	10.6
3.	Did it got resolved	01	14.3
4.	Filed any Grievance/Demand in any previous JM	01	1.5

Source: Primary Survey, November 2019

As per the guideline Jan Manch is platform where people can raise their grievances not to place the demands therefore it is important to have the public understanding majority of respondents around 88 per cent stated that they know about the difference between grievances and demands meanwhile, 12.1 per cent respondents did not know about the difference between Grievances and Demands. In the studied JM 10.6 per cent of respondents and among them all the grievances of only 14.3 respondents were resolved on the spot. There were 1.5 per cent of respondents who filed the same grievances in some another Jan Manch held in the vicinity area.

**Table:8 Respondents Perception On Jan Manch**

Sr. No.	Particulars	Frequency (n=66)	Percentage (%)
1.	JM is more convenient than Government offices	66	100
2.	Government officers don't work properly due to JM	27	40.9
3.	JM Programme is wastage of time and money	08	12.1
4.	JM Programme is beneficial	61	92.4
5.	Are you satisfied with JM Programme	61	92.4
6.	Frequency of JM should be		
	Should be Fortnightly	02	3.0

	Once a month	17	25.8
	Once in 2 months	16	24.2
	Once in 3 months	16	24.2
	Once in 6 months	09	13.6
	Other	06	9.1

Source: Primary Survey, November 2019

The above table describes that all the respondents mentioned that it is convenient to attend Jan Manch rather than going to the government offices to file the application for the redressal of their grievances. Out of the total 40.9 per cent respondents agreed that after the launch of Jan Manch line departments offices are deliberately are keeping the work pending for disposal for the Jan Manch event to show the performance before the minister. The public seems to be optimistic about the Jan Mancha as table shows that around 88 per cent respondent said that holding JM is not wastage of time and money or the government resources. Further majority 92.4 per cent of the respondents agreed that this programme is beneficial for the solving the public grievances and were satisfied with JM programme. The JM programme are organized at the assembly constituency level collectively for 8-9gram panchayats under the minister. The public are having different opinion about the frequency of JM as out of the total 24.2 per cent of respondents said that monthly JM, 24.2% of respondents wanted JM to be held once in three months, 13.6% of respondents wanted JM to be held once in 6 months, while 9.1% of respondents did not have any preference for the frequency of JM Programme.

**Table:9 Respondents Perception on Holding the Jan Manch**

Sr. No.	Particulars	Frequency (n=66)	Percentage (%)
1.	Local representative is better for presiding JM	53	80.3
2.	Grievances are redressed without any partiality	57	86.4
3.	There is political discrimination in JM	15	22.7

	Programme		
4.	JM is becoming a political battle ground	07	10.6
5.	Grievances of local people are being filed by the Political leaders or Pradhan.	51	77.3

*Source: Primary Survey, November 2019*

The Jan Manch programmes are headed by ministers on rotation basis to have fare disposal of public grievances however the above table shows that 80.3 per cent respondents mentioned that local representatives (ministers) are better for presiding JM as they have better understanding of the area as well the problems being faced by the public in specific area, Meanwhile there were 19.7 respondents stated that local representatives would not be suitable for presiding JM as they can be biased.

Majority of the respondents 86.4 per cent mentioned that grievances were redressed without any partiality as any individual raise or brief his or her grievances in the JM. Further on asking the about the discrimination in JM while disposal of grievances 77.3 per cent respondents stated that there is no discrimination on political basis during the JM programme. There were media reporting that these JM programme are becoming battle ground for the political parties but 89.4 per cent respondents discarded this view. JM programmes are to be organized in very cordial or normal manner in which any ordinary individual can pose his or her question or grievance because he or she can elaborate it properly than representatives. But the 77.3 per cent of the respondents have the view that the grievances of local people were not being filed by the political leaders or Pradhan.

## Findings

- The programme is one of the popular flagships programmes of the state government to redress the public grievances, which are being organized under the headship of a cabinet minister where all the frontline departments are held accountable for the pending grievances of general public.

- This programme is inclusive and more accountable than the previous such as 'file to field' and 'prashaan janta ke dwar'.
- In the last one year almost all the blocks 80 blocks are covered where this Jan Manch programme are being organized as up to July 2019 total 15 Jan Mancha programmes were organized at 140 location across the state.
- The expenses being made on the programme reveals that average Rs. 1,15,268 are being spent on each JM programme.
- It has been observed in the JM programme have been established to redress the grievances but people are coming with demands. The total grievances received in all the 15 programmes were 23209 but at the same time there were 19798 demands also.
- The primary data shows that the young population are showing much interest in the programme as around 70 per cent population who participated in the studied programme were in the age-group of 18-45 years. The farmers/agriculturist seems having much pending grievances because about 41 per cent were farmers among the total participants in the studied programme to resolve their grievances.
- People participating in the JM are familiar about the programme and they are more comfortable to attend JM programme and resolve problem in comparison to visiting the government offices. Hence, they observed this mechanism highly beneficials and majority of the selected respondents were satisfied.
- Though, the head of the JM programmes are cabinet minister and attending the programmes on rotation bases but majority respondents have the views that local minister / minister representing local districts is better for presiding the JM programme as he knows the socio-economic and physical conditions of the areas in comparison to other.
- The JM programme is organized openly in public place because of which the chances of partiality dealing with the raised grievance are less, the majority selected respondents were having the view that grievances are redressed with any partiality.
- The JM is a programme where common or general public irrespective of any background can raise their grievances but study observed that majority (77 percent) grievances are still being raised by the political leaders or Pradhan not by the aggrieved themselves.

## Recommendations & Conclusion

The state like Himachal Pradesh where majority population is rural and living in located in far flung rural villages away from the district headquarters and in many cases even from the block headquarters. In the situation of limited resources and implementation of variety of rural development programmes to check rural poverty and other welfare schemes, the rural population faces many problems in their day to day life. Therefore, to get the total benefits of the government schemes/rural development schemes/welfare programme, the implementation of JM programme like platform where people can resolve their grievances at there doorstep was highly required. Prior to JM programme there were couple of other programmes tested for the public grievance redressal but JM is the first being claimed as flagship but at the same time there is lot of scopes for improvements at the level of its implementation, public inclusion, inclusion of variety of other grievances then the present, convergence of the programme with other good governance tools/mechanism such as Public Service Guarantee Act, 2011, Right to Information Act, 2005 and Social Audit etc. The important is to give fearless environment to the aggrieved or complainant to their issues publicly themselves that would be the sign of empowerment of general public. Therefore, the observations made in the findings part may be taken seriously by the policy planners and the implanting departments to make JM programme a peoples' programme and exemplary to the neighboring states in the field of good governance, which would be the great contribution for achieving the 6th Sustainable Development Goal.

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