

## **CHAPTER VII**

# **SUGGESTIONS FOR FURTHER IMPROVEMENT OF LITERACY PROGRAMME OF RSS**

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## CHAPTER VII

### SUGGESTIONS FOR FURTHER IMPROVEMENT OF LITERACY PROGRAMME OF RSS

#### 7.0 INTRODUCTION

Any developmental programme needs to be evolved with suggestions to facilitate interactive process of its further improvement and future course of action. Literacy Programme of RSS, as a developmental programme of NLM is intended to eradicate illiteracy and to develop the educational level among the disadvantaged slum dwellers, through its net working also needs to be reformed and evolved through suggestions for its further improvement. An attempt has been made in this chapter to deal with the suggestions rendered by different types of respondents, like 103 slum women, 23 grass root level volunteers, 16 senior literacy activists and organizers, and 31 people from different sectors of life like social workers, cultural-artists, NGO representatives, visitors to the campaign, government and non- government employees, employers of the earning slum women, government members etc. on the basis of their experiences, needs felt and problems over come in the field for further development of slum women and the future course of action.

**7.1 SUGGESTIONS MADE BY THE SLUM WOMEN, GRASS ROOT LEVEL VOLUNTEER, SENIOR LITERACY ACTIVISTS AND OTHERS CONCERNED WITH THE ACTIVITIES OF RSS**

**7.1.1 RETENTION OF LITERACY SKILLS**

**TABLE 79: Retention of Literacy Skills.**

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 16	Total no. of other type of people 31
I	Neo-literate slum women to be recharged to keep their literacy skills in practice.	NA	NA	3 (18.75)	18 (58.06)
II	Their regular participation in the activities of Chetana Kendra, which work like community center.	NA	NA	4 (25.00)	17 (54.84)
III	Continuation of literacy programme through post-literacy and implementation of C.E.	NA	14 (60.86)	16 (100.00)	16 (54.61)
IV	Increase of duration of teaching timing according to the suitability of the slum women.	22 (21.36)	NA	NA	6 (19.35)
V	Pilot experiment on new ideas with regard to literacy and other development.	NA	NA	NA	2 (6.45)
VI	Modification and development of reading and writing materials in regional language and reflection of local culture in those materials.	NA	1 (4.35)	NA	4 (12.90)

*Note : Figures with in the Parentheses indicate percentages.*

It can be deduced, from the table 79, that the Senior level of literacy activists and people from different sectors of life were concerned deeply with RSS activities have felt the need for recharging of the slum women to retain their literacy skills. Thus, they should be contacted even after their course content is over. Roy and Kapoor (1975) have mentioned in their studies that ex-literacy class

adults were more susceptible to relapse into illiteracy than the school learners. Therefore, continuity of the programme should be given due importance. Practical assignments on the use of literacy skills are more useful for permanent learning of the slum women. Post Literacy and continuing education facilities can help them to retain the learning of the literacy classes and not to relapse in to illiteracy. Moreover, the literacy volunteers can try to motivate and attract them to come to the Chetana-Kendra regularly through their activities. Therefore, the Chetana Kendra should be like the community Centre of slum areas, where all sorts of facilities would be available. It is important to mention here that a very good number of respondents (can be seen from the table-79) have also suggested in this line that Chetana Kendra should function as community centre of the slum areas. Further, a few respondents have suggested that the duration of teaching timing should be increased, so that the participant will get some more time to practice their literacy skills in the centre which may not be possible at their home.

To tackle the problem of retention, especially on writing efficiency, the slum women should be motivated in the Kendra to participate in different types of writing competition among themselves like writing poems, short stories, proverbs, letters, applications, experiences in their family life or in working field etc. They should be encouraged to start their own wall magazine in the Chetana kendra. It should be mentioned here that it has been experimented in two slums of Rourkela as pilot studies at Gudiatola and Shantinagar by some senior level literacy activists and were found to be encouraging. The table also reveals that a few respondents have also suggested for such type of pilot experiments on new ideas in this regard at different slum levels simultaneously. Hence, the RSS organizers and other senior activists should consider it and do the needful.

An important suggestion was given by some respondents (volunteers and resource persons) with regard to the modification of reading materials of the adult learners. It will not be out of place to highlight here that more than one fourth percent of the population of Rourkela is tribal and one third of the respondents of this study is also from tribal background. Since Rourkela is coming under the tribal district of Sundargarh, and a good percentage of learners of literacy programme are

also from tribal back ground; their culture, tradition, language and life style should definitely be reflected in the reading materials. It is true that there is a need of common language for the purpose of communication. But since they were under developed, and now they are coming out for their development, they should also be encouraged through their culture and traditional media for further development. A mention may be made here that people are highly satisfied with the primers specially the P.L. one, and other literature for their effective stories writing style etc. But the literature lacks the reflection of tribal culture and living style which would have been more effective to the tribal learners.

Further it is suggested by the respondents (see the table 79) that reading materials on various issues, lives of great women, successful women from the grass root levels and their success stories, about different types of people and their way of development should be written (developed) by RSS in regional language and they should be encouraged to go through the reading materials. Further, they should be guided by the volunteers to discuss among themselves in the group on the content and on various issues related to their lives. Thereby, they can retain reading skills along with other skills.

The table further reveals that cent percent senior activist, majority of the grass root level volunteers and more than half of the different types of people have seriously emphasized on the immediate implementation of continuing education programme along with P.L. activities. It should be mentioned here that the ground work of C.E. programme was already taken care of to a large extent by the RSS during the P.L. Phase itself. The achievement of TLC and PLC phone were in a way instrumental in introducing the objectives of C.E. Moreover, it was observed that "reading and writing" can not be continued in an isolated way because the natural fatigue had developed among the neo-literates towards the usage of primers. Therefore, a variety of activities were planned and organised for the people in different slums who, infact, asked for them and also actively co-operated in the organisation of the activities. Despite a very strong level of ground work for C.E. Programme, funds for the C.E. Project was released by August, 2001 by Govt. of India through State Govt. As a result, the volunteers and senior activists of

RSS were anxious for the implementation of C.E. programme. By this time, the funds for the C.E. Project must have released, other wise the RSS Chairman, Secretary and other senior members should do the needful for the future course of action.

#### 7.1.2 ACCOMMODATION FOR CHETANA KENDRA.

**TABLE 80: Accommodation for Chetana Kendra.**

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 31	Total no. of other type of people 31
I	Infrastructure support to be given to the slum people to construct Chetna Kendra by extending people's co-operation from the slum.	79 (76.70)	12 (52.17)	16 (100.00)	NA
II	Construction of UBS mahila samiti room in each slum for the developmental and entertainment programme of slum women.	19 (18.47)	4 (17.39)	4 (25.00)	NA
III	Smaller bodies like word council be the unit for TL/PL activities center in urban areas like Rourkela.	NA	NA	3 (18.75)	NA

*Note : Figures with in the Parentheses indicate percentages.*

Problem of accommodation has been a crucial one before the RSS organizers, volunteers and slum women from the beginning of the programme. It has already been highlighted in chapter V that due to lack of accommodation, more than 80 percent literacy classes were conducted in the verandahs of the learners or in the living rooms of the local volunteers during TL/PL phase with much difficulties.

Therefore, a large number of respondents (see the table 80) have seriously felt the need of accommodation in the form of a room for the purpose of Chetana

Kendra in each slum. Hence, they suggested for the same. So that teaching learning and other developmental activities of RSS for the slum people specially the neo-literates came to be organized systematically in time. It is important to mention here that this problem of accommodation becomes acute during rainy season. It was also seen that the volunteers of certain slums used to teach their learners under the open sky during mid winter nights. Some of the volunteers had to teach their learners just near the pig-shed of the house owner. These were seen by the investigator during the different phases of her data collection. Since literacy activity of RSS is not a over night show, there are fair chances for the continuation of different programme like post literacy and continuing education etc. The organizers of RSS should consider the suggestion and think the matter seriously. The suggestions given by the slum women and volunteers regarding the construction of UBS Mahila Samiti in each slum for developmental activities may also be considered in this regard as a supplementary arrangement of accommodation for the same. Mention may be made here that the slum dwellers, specially the neo literates of Guidatoli and others, have constructed Chetana kendras in their slums at their own effort by collecting some amount from each house of their areas. The same strategy can also be adopted by the people of other slums. Therefore, RSS organizers are suggested to provide accommodation facilities for Chetana kendra or to provide infrastructure so that they can make it a base to construct the same with the help of community participation.

The table further reveals that some senior level activists have suggested for a smaller body like ward council as the unit of TL, PL and CE activities centres in each urban areas like Rourkela. Mention may be made here that the Rourkela Municipality had been associated with RSS from the very beginning. So it should not be an objection before the council in co-operating with RSS for the same. The suggestion is also sorting out the problem of accommodation for Chetana Kendra to a great extent. Therefore, the RSS Chairman should consider the suggestion and co-ordinate the work as an alternative arrangement of Chetana Kendra. So that people's participation in the programme will also be increased and the suggestions made by senior activists with regard to Chetana Kendra to be the community development centre of the slum (see the table) will be fulfilled.

## 7.1.3 ENVIRONMENT BUILDING ACTIVITIES

**TABLE 81: Environment Building.**

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 16	Total no. of other type of people 31
I	Frequent environment building through various activities including cultural programmes like, street play, Kala yatha etc.	56 (54.36)	11 (47.82)	9 (56.25)	16 (51.61)
II	Special health camps and programmes for women and adolescent girls.	NA	NA	4 (25.00)	11 (35.48)

*Note : Figures with in the Parentheses indicate percentages.*

It can be viewed from the table 81 that a very good percentage of respondents from different categories, as mentioned above have suggested for the frequent environment building activities of different types in the slum areas of Rourkela. Because "E.B. activities promotes willingness to act, to work and serve the literacy programme for realizing the objectives of TLC/PLC according to their own capacities, interest, station and office of the people" (Seetharamu, 1997). Further, they (respondents) have suggested a number of activities like special health camps and programme for women and adolescent girls (see the table). The Senior activists and volunteers have realized the essence of environment building activities in each slum through cultural activities like street plays, women Kala Yatha, and folk dance and drama based on burning social issues. So that their interaction and monitoring work can be done in a better manner and they will be able to go for following activities. It is important to note here that after the performance of "Chetana-95" which was continued till 1997, no other cultural troops or "Kala Yatha" team have performed their cultural excellence in the slum areas of Rourkela. Since its one of the effective media for motivation and communication of the messages to the general man, it should be seriously taken care of. The cultural troops of RSS and other concerned organizations should also be revived, organized and further reactivated so that it could spread over the

message of literacy, post-literacy and continuing education programme at different angles in each and every slum of Rourkela.

#### 7.1.4 ECONOMIC DEVELOPMENT OF SLUM WOMEN

**TABLE 82: Economic Development of Slum Women**

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 16	Total no. of other type of people 31
I	Financial and infrastructural support, loan and marketing facilities and opening of women's cooperative.	62 (60.19)	14 (60.86)	13 (81.25)	22 (70.97)
II	Involvement of more number of NGOs, voluntary organizations and government departments.	NA	5 (21.74)	7 (43.75)	16 (51.61)
III	Need based vocational skill development training and income generation activities in both center and Chetana Kendra level to the neo-literates slum women.	63 (61.17)	15 (65.22)	16 (100.00)	16 (51.61)

*Note : Figures with in the Parentheses indicate percentages.*

The tables 82 reveals that the majority of the respondents have suggested infrastructural support and provision of loan facilities to the slum women for their economic development. This has also been suggested by the senior activists, volunteers and the slum women themselves. It should be mentioned here that majority of the respondents have realised that although the slum women were found to have developed their literacy skills and level of awareness to a greater extent, they have not yet developed their own economic condition, which is highly necessary. Therefore, the respondents have suggested for the deep involvement of more number of NGOs, voluntary organisations, Government and non-government departments with RSS so as to extend their co-operation in developing the economic standard of the slum women. They have also suggested that RSS can initiate women's co-operative at the central level with the help of all types of

members like activists, volunteers, neo-literates and members of Chetana Kendras etc. The co-operative can be developed through the savings group at slum level. This type of suggestion was made by the respondents on the basis of the experiences gathered from different women's saving group (financial) of Pump house colony, Gangadhar Palli, Shantinagar and Narla Road etc. This suggestion should be considered as remedial measures of financial support to the slum women. A mention may be made here that problems with regard to different types of financial schemes and loan provisions etc. for slum women were also major constraints before RSS organisers during the literacy and post literacy phase of the programme.

Due to the lack of financial and infrastructural facilities and support, many of the neo-literate slum women have become de-motivated and are losing their zeal to work further. The vocational and income generation training provided by Shramik Vidyapeeth was quite satisfactory, but not sufficient. Further, their needs could not be fulfilled by Shramik Vidyapeeth, as it is not a funding agency to provide financial support to the slum women. They can provide only the training for the same. Therefore, RSS organisers should co-ordinate certain agencies or the Government and non-Government organisation (those who work in this line) to provide such training, loan and infrastructural facilities to the disadvantaged slum women.

It can also be seen from the table that respondents of all the types have suggested to market the facilities of the materials produced by the slum women through RSS. Because, it has been experienced by the neo-literate slum women that in spite of their production of good quality items, they were unable to market properly due to financial crisis, lack of marketing experience and exposure and advertisement in the competition market like other organised professional groups (such as Gruhasti and Gruha Laxmi etc.) Therefore, they sell their items in the exhibitions or by door to door pushing. Hence, their cases (Marketing Problems) should be taken care of seriously by the Chairman of RSS, who is also the ADM of Rourkela, and deeply involved with "Sahayog" co-operative unit and the like. Once they would be introduced in the market through Sahayog" and other

organizations means they will get scope for their existence and gradually they will pick-up with their situation.

#### 7.1.5 RECOGNITION AND INFRASTRUCTURAL SUPPORT TO THE VOLUNTEERS

**TABLE 83: Recognition and infrastructural support to the volunteers and encouragement for middle level leadership and training.**

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 16	Total no. of other type of people 31
I	Vocational and income generation training facilities and loan facilities to the unemployed dedicated volunteers.	NA	4 (17.39)	3 (18.75)	NA
II	Remuneration or honorarium to the unemployed sincere and selfless volunteer.	NA	NA	9 (56.25)	15 (48.39)
III	Recognition and reward to the selfless senior activist and volunteers.	NA	12 (52.17)	14 (87.50)	16 (51.61)
IV	Involvement of more number of activists and volunteers and their training.	NA	4 (17.39)	8 (50.00)	13 (41.93)
V	Encouragement for middle level leadership among women in a positive direction.	NA	NA	5 (31.35)	10 (32.26)

*Note : Figures with in the Parentheses indicate percentages.*

It can be deduced from the table 83 that both grass root level volunteers and the senior level activists have felt the need of vocational and income generation training and loan facilities to the sincere unemployed volunteers of grass root level for their sustainable development. A mention may be made here that a large number of youth joined the literacy programme at the beginning with some aspiration and expectation of getting materials and other support (mainly job). But when they didn't achieve the same, they left the campaign. Only the dedicated and sincere volunteers with social spirit were left in the campaign and serving there

without material gain. Despite their family and socio-personal problems, they have been serving since last few years with missionary zeal. They have spent their entire youth for the literacy development of the disadvantaged people of the society. Instead of going for additional qualifications for their job opportunity, they contributed their best to the slum dwellers. It is further noticeable that none of the grass root level volunteers have suggested for their honorarium. They have only suggested for their vocational training and loan facilities. This idea about honorarium or financial support have been emerged and suggested by senior level activists which is quite genuine. Because the spirit of volunteership may not continue among the volunteers for another few years, if they will not be able to satisfy their basic requirements. A mention may be made here that a number of fifty four grass root level volunteers of RSS did join its NFE Project as instructors and supervisors (fifty instructors and four supervisors) according to their educational qualification and field experience by getting Rs.200/- and Rs.500/- respectively as honorarium. Rest of the volunteers were serving in the field as literacy workers and assisting their instructor friends and supervisors of NFE centres in the field. But, they didn't get any thing from the RSS. Since they have accepted the literacy work as Social Work, they remain silent. Therefore, their condition should be internalised and their voluntary spirit should be properly considered and respected by the RSS Chairman and secretary. Further, some of the respondents have given their opinion that once the volunteers will get remuneration they will be lose their voluntary spirit and will become money minded. Their work will be mechanical. Therefore, they should be given priority in job opportunity, loan facilities and recognition and reward. However, they (volunteers) should not be the worst sufferers and their dedication should not go waste. Since their service is utmost required in future, they should be re-charged and be motivated to work further, and their cases should be taken care of accordingly. The table further reveals that a large majority of respondents of all the types (except neo-literates) have felt the need of recognition, reward and moral support from the RSS organisers and thus, suggested the same. It is genuine on their part to suggest. It is important to mention here that those who have joined the literacy programme of RSS as activists or volunteers from the beginning and sustained there till now have not taken any financial or material support from the samiti. Rather, they have

contributed their best as volunteers, resource persons, writers, senior activists, programme organisers etc. So, those who were in jobs or engaged some where, have suggested for recognition and reward to the volunteers and activists. Others (more than half) have suggested for loan facilities or job opportunities. But in case of senior activists and organisers, almost all are employed and well settled. Many of them are holding high posts like principalship of higher secondary schools, lecturership in Government colleges, and are doctors, high school head masters, steel plant - executives and engineers etc. They have joined the programme from the very beginning and they have been contributing their best after their normal office duty hours without any vested interests. It is also important to mention here that many of the senior activists were the founder members of the literacy movement of Rourkela as well as Orissa. Their voluntary spirit to work for the development of the slum people should therefore be recognised by the Chairman, Secretary and other Senior Members of RSS, because, they need nothing but moral support and encouragement from the RSS. It will not be out of place to mention here that during indepth discussion with some of the dropout grass-root level volunteers and senior activists of RSS, it was reported by them to the investigator that they have left the RSS because of the negligible attitudes of some of the RSS organisers. Even, some of the sustained volunteers and activists have expressed their feelings in the same line. They have reported to the investigator that they feel neglected by some of the senior activists and organisers during decision making process of RSS activities. If this tendency among the RSS organisers will continue, it will be very difficult on the part of the RSS to get dedicated volunteers in future. Therefore, their suggestions should be considered seriously and steps should be taken according by the RSS Chairman, Secretary and other senior organisers.

The table further reveals that a very good number of respondents (except slum women) have suggested that more number of volunteers should be involved in RSS, and they should be given adequate training from time to time in different aspects of literacy, post literacy and continuing education and other concerned aspects of the literacy programme.

It is also viewed from the table-83 that the senior level of activists and people from different sector of life have suggested that there should be

encouragement for middle level of leadership among women in a right direction. It was seen that grass root level leadership have already been highly emerged in the slums of Rourkela among the neo-literates and volunteers (women). But in middle level their numbers are relatively lower than the grass root level leaders. Since this middle level leaders or the activists are the real programme implementers, organisers and coordinators, their number should be increased accordingly. They should be encouraged to come forward to take leadership in a positive direction. RSS should take special care for it and involve more and more motivated volunteers and activists for the same and adequate leadership training facilities should be made for them. This has also been suggested by a good number of respondents (can be seen in the table).

#### 7.1.6 FURTHER TRAINING AND CAMPAIGN VISIT OF VOLUNTEERS

**TABLE 84: Further Training and Campaign visits of the volunteers and activists.**

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 16	Total no. of other type of people 31
I	Regularity of volunteers.	18 (17.47)	NA	NA	NA
II	Regular training to the grass root level volunteers/ activists and newly involved volunteers in different aspects of literacy, post literacy, continuing education and other concerned aspects.	NA	9 (39.13)	8 (50.00)	NA
III	Scope be given to the volunteers and senior activists to visit different successful literacy campaign of the state as well as outside state to gain experience.	NA	4 (17.39)	5 (31.35)	NA
IV	Scope be given to the neo-literate slum women to visit successful literacy campaign for further motivation and encouragement.	12 (11.65)	4 (17.39)	4 (25.00)	NA

*Note : Figures with in the Parentheses indicate percentages.*

It is evident from the above table 84 that a major percentage of neo-literate slum women have suggested for the regularity of volunteers in the centres as well as suitable timing for their teaching. A mention may be made here that their numbers are very few. Regarding regularity of the volunteers, no grass root volunteers or even the senior activists who used to be the members of monitoring team would have suggested for the same, if it would have been a major problem. However since irregularity of volunteers are also found to some extent, it should also be taken care of. There should be a suitable timing for teaching neo-literates. Each and every adult learner should get the chance to learn according to her own timings. Since about one fifth of the slum women have given the suggestion for the same means. It is not a small matter. Because more than half of the slum women struggle for livelihood and one fifth sample respondents are from earning category so their cases should be considered accordingly and evening classes (as per their opinion) should be organized for them. Further, the activists of Chetana Kendra should be tagged accordingly so that they will get more scope to participate.

The table further reveals that both grass root level volunteers and the senior activists have felt the need of various types of training in different aspects of literacy programme like literacy, post-literacy and continuing education, and on other concerning aspects frequently. It is important to mention here that a very good number of training programmes in different dimensions of literacy and its concerned aspects have been organised by RSS in different phases of the programme and most of the volunteers and senior activists have attended the training programme many a times. This has been presented with data in Chapter V. Since learning is a continuous process from various situations and environment, the respondents want to develop their knowledge and experiences from various training workshops and situations. So that they can make their knowledge up to date and informative, there by helpful to the campaign as well as the neo-literacy. Thus, various types of training programme should also be organised by RSS very frequently. Further, they should be given scope to go and participate in different types of training programme in this regard from different places. It will not only encourage them but also enlighten them with many more ideas of literacy and its development.

The table further reveals that both senior activists and the grass root level volunteers were of the opinion that they should be given scope to visit different successful literacy campaigns of the state and out of the state to exchange their ideas, acquire practical knowledge and adopt different types of strategies for the RSS. The neo-literate slum women have also expressed their desire that they should also be given scope to visit different literacy campaign and rise with the neo-literate slum women to know their process of development level of leadership development etc. The grass root level volunteers and senior activists have also given stress on their interests as suggest. Therefore, they have suggested for the same.

It was found that a group of volunteers and activists have already visited the literacy district of Birbhum, West- Bengal in 1996. After coming back from the field visit, they tried to give more time and resource to the Samiti and by March,2000 they were found active in the campaign. Further, it was observed in the field that they had been able to organize the programmes more systematically and confidently. Their field visit had helped them in developing their organisation capacity. This change among the volunteers activists should also be taken in to the consideration as strategy development for the campaign. Further, it was also reported by the senior activists that many of them had visited various literacy districts of India at their own expenses to acquire knowledge and to internalize the field situations of other literacy campaigns. They have also been accompanied by the neo-literates to many places. Their field experiences, their expertise skills and resources had been utilised for RSS. So, these personal efforts of the activists should be given to the sincere volunteers, activists and the potential neo-literates for field visit to different literacy campaigns.

## 7.1.7 MONITORING, FEEDBACK MECHANISM AND FRESH-SURVEY

TABLE 85: Monitoring, Feedback Mechanism and Fresh-Survey.

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 16	Total no. of other type of people 31
I	Frequent monitoring of activities and interaction with the slum dwellers and proper feedback mechanism.	52 (50.48)	9 (39.13)	11 (68.75)	15 (48.38)
II	Fresh survey of the neo-literates and identification of drop-outs and illiterates and evaluation of the programme.	NA	NA	2 (12.52)	5 (16.13)
III	Provision of more vehicles for monitoring and intervention.	NA	NA	11 (68.75)	13 (41.93)
IV	Involvement of experienced and educated people in monitoring team- even the politicians.	NA	4 (17.39)	8 (50.00)	12 (38.71)

*Note : Figures with in the Parentheses indicate percentages.*

It can be viewed from the table 85 that a very good number of respondents of all the types have suggested for frequent monitoring of the activities and interaction with the people from all the areas. They have given stress on the improvement of the feedback mechanism under the organisational structure of PLC and C.E. Because, a sound feed back mechanism is very much needed for making on objective assessment of the achievement and short comings of the programme (Behera, 1993). Further, few respondents of senior activists and resource persons have felt the essence of Fresh Survey of the status of neo-literates, illiterates, Semi literates, dropouts and the left outs. So that, the mopping up operation can be carried out to bring the left out and illiterate categories to the NLM Level. The dropouts and other categories can be involved in the post literacy and continuing education programme. It was found from the table that the same respondents have also suggested for the internal evaluations of the activities of the

programme from time to time. External evaluation of the programme is also essential for future course of action.

The table further reveals that the respondents of Senior activists and other categories (Resource persons, cultural artists, social workers etc.) have suggested for the arrangement of more vehicles for the purpose of monitoring by RSS organizers. Because, during the first phase of literacy programme monitoring and interaction programme of RSS were done very frequently by a very good number of senior activists in the team. This was possible because transportation facilities were available. However, this facility was neglected during post literacy phase due to shortage of vehicles and man power. Since monitoring of the activities and interaction with the slum dwellers (specially with the neo-literates) are at the most, requirement for feedback mechanism, data collection about the progress of the programme as well as development of the slum women, should be properly taken care of.

It is true that monitoring and interaction were inspiring to more than half of the slum women. It might be an unnecessary interference to the activities of many of the volunteers, as one third of them have suggested for the same. However, after observing the field situation and the needs of the slum women, suggestions can be made for the frequent monitoring and interaction in the field. Provision for more vehicles should be made for this purpose by the chairman of RSS and its secretary. To sort out the problem of manpower the volunteers, senior activists and other categories of people involved with the activities of RSS have suggested the involvement of different types of experienced people.

## 7.1.8 INVOLVEMENT IN DECISION MAKING PROCESS

TABLE 86: Decision Making Process.

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 16	Total no. of other type of people 31
I	Involvement of more number of women in decision making process of RSS in central level.	NA	NA	6 (37.5)	NA
II	Involvement of the member of Chetna Kendra in decision making process of RSS and more involvement of RSS with the activities of Chetna Kendra.	32 (31.07)	5 (21.73)	5 (31.35)	NA

*Note : Figures with in the Parentheses indicate percentages.*

It was a general observation of the investigator during her data collection that a limited number of women have been associated in the decision making process of RSS at higher level. The same feeling was expressed by many of the senior activists of RSS during their interview for data collection and they have also mentioned it as a suggestion (it can be seen from the table 86). This type of feeling was not found among the grass-root level volunteers or the neo-literate slum women. Because in the slum, grass-root level leadership among the slum women in very good number have already been developed through Chetana Kendras. Slum women and volunteers both take active participation in decision making process of Chetana Kendras. Hence, they don't feel for the same.

Further the table reveals that respondents of all the categories (except the resource persons etc.) have suggested the involvement of the members of Chetana Kendras in the decision making process of RSS. They also suggested for the active involvement of RSS with the activities of Chetana Kendras as well as the slums. It have been reported by the respondents that many a times the exact problems of the

Chetana Kendras as well as the slums are not properly exposed before RSS by the representative volunteers of concerned areas. Since the problems are not the personal problems of the volunteers, they don't give much importance to them. Only they are put before the RSS as a formality.

Therefore, the members of Chetana Samities along with their volunteers should represent in decision making process of RSS, so that the RSS organizers will get the exact picture of the problems as well as their needs and any matter of the concerned areas.

#### 7.1.9 FULFILLMENT OF BASIC AMENITIES

**TABLE 87: Fulfillment of Basic Amenities.**

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 16	Total no. of other type of people 31
I	Fulfillment of the basic requirement of the slum-women like, water, electricity, ration card, BPL card, widow pension etc.	67 (65.05)	11 (47.82)	10 (62.5)	NA
II	Opining of primary schools in the slum areas and increase of NFE centers and supply of play materials to the NFE centers.	54 (52.43)	5 (21.74)	NA	14 (45.16)
III	Special provision for the enrolment of the children of the neo-literates slum women in formal schools.	48 (46.60)	9 (39.13)	5 (31.35)	NA
IV	Medical facilities (health care) in each slum and provision of free medicine for slum women and their children.	40 (38.83)	4 (17.39)	3 (18.75)	7 (22.58)

*Note : Figures with in the Parentheses indicate percentages.*

It can be deduced from the table 87 that majority of the slum women and senior activists and about half of the volunteers have suggested for the fulfillment of the basic needs of the neo-literate slum women like water, electricity, education of their children, medical facilities, BPL card, widow pension etc. It was observed that problems of the fulfillment of basic amenities for the slum dwellers were found to be the most important constraints before the RSS organisers. This problem has already been stated in Chapter V. Based on these problems, it can be suggested that since the Chairman of RSS is also the ADM of Rourkela, he should co-ordinate with government and concerned departments to fulfill the minimum requirements like drinking water facilities, ration card, BPL Card etc. If sincere and daring steps would be taken, some of their basic needs could be fulfilled. Regarding the fulfillment of basic need like education of the children in formal schools, it can be seen from the table that a good number of respondents from each category (as mentioned above) have felt the essence of primary schools in each slum areas of Rourkela. Therefore, they have suggested for the same. Further, it can be viewed from the table that slum women, volunteers and the senior activists have suggested for the special provision of admission for the children of neo-literate slum women in formal schools. Because of lack of provision in RSP schools for non-RSP children and less seats and over-enrolment problem of municipal schools, a very good number of slum children do not get scope for formal schooling. Further, due to the sanction problem of NFE centres, only 50 centres have been opened by RSS in various slums. Many a times, children those who don't get admission in formal schools, don't get enrolled in NFE centres due to its limited seats and sanctions. As a result, the neo-literate slum women become de-motivated. Therefore, some quotas or provisions should be made for the same, so that a good percent of future illiterates would be arrested.

Realising the importance of Primary Schools in the slum areas, RSS has been trying its level best in opening few (at least five) Primary schools since 1992-93. But due to lack of political will and co-operation from so called highly educated society, the government is also not able to take it seriously. It should be a public demand. It is not the responsibility of only RSS. When RSS didn't get success in opening schools, it started functioning its NFE centers as an alternative

for the poor slum children. Further, the respondents who have suggested for the opening of primary schools have also suggested to increase the number of NFE Centres of RSS in different Chetana Kendras. Hence, the children of the slum areas, specially the children of neo-literates will get scope for education. This has also been suggested by the volunteers and slum women. The table further reveals that a few volunteers and NFE instructors have realised the need of play materials for the children of NFE centers of RSS. So that they will be interested to remain in the center and concentrate on reading. Further, other dropouts and left out children will also be interested to join center for education. Therefore, they have (volunteers) suggested for the same. Hence, the RS organisers should consider this suggestion as important.

It can also be seen from the table 87 that respondents of various types like slum women, volunteers and senior activists have suggested for the availability of medical facilities to the slum women to their own slum. It is important to mention here that these suggestions have been made for the people of the slum areas of Rourkela which are more than ten Kilometers away from the Government Hospital. The mobile health service of "Sevasadan" also does not function in those areas. Further, they don't have the users' medical card of IGH (Ispat General Hospital) or any health Centre of RSP as they are not the RSP employee. If at all they will be going there (health center or IGH), they will have to pay the consultancy fee etc. Therefore, the respondents have sincerely suggested for the health centers in remote slums and free medicine facilities. Co-ordination between RSS and the health centers RSP should also be made, and they should be requested to extend their services to the neo-literate women and their children. The organiser of Mobile Health Service of "Sevasadan" should also be coordinated by RSS in this regard to extent their services. Further, RSS should try to generate Political will and create interest among the highly educated people through its net-working. Hence, public demand for school, medical facilities and fulfillment of other basic needs of the urban poor can be fulfilled.

## 7.1.10 MEDIA SERVICES AND MAINTENANCE OF RSS RECORD

**TABLE 88: Media Services & Proper Maintainance of RSS record.**

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 16	Total no. of other type of people 31
I	Media services be properly done by broadcasting/ telecasting the activities of RSS.	NA	11 (47.82)	9 (56.25)	NA
II	Proper maintenance of record on each and every activity of RSS and Chetna Kendras.	NA	2 (8.76)	2 (12.5)	NA

*Note : Figures with in the Parentheses indicate percentages.*

It was a feeling of both grass root volunteers and senior activists that the message of the activities of RSS has not been properly communicated before the different sectors of people of outside Rourkela through different media. Being the first literacy campaign of Orissa and that to the first separate urban project, it should have been acted by Radio, TV etc. properly. It is true that at a point of time the activities of RSS were telecasted and flashed in the news papers quite regularly. But now when the actual result of the programme has come out as impact in a developmental form of the down trodden people specially the women, medical services have remained silent. The slum dwellers, who have come out from their "Handia Dubni" (pot of alcohol) gave up alcohol) have not been highlighted. This change among the people, neo-literates, should be highlighted by media services through T.V., Radio and printed in materials. So that not only the slum women, volunteers and activists of RSS but also the participants of other literacy campaign would be encouraged and inspired to work further. Their exposure to medias by highly required. Therefore, the Senior activist and volunteers have suggested for the same. RSS chairman and other organizers should take care of it properly. Being the 1<sup>st</sup> citizen of the city and representative of the

government in Rourkela, the ADM can initiate the process time and again for the sustained growth and development of RSS.

Further the table reveals that, meagre percentage of volunteers as well as senior activists have felt that each and every activity of RSS and the Chetana Kendras should be recorded and stored properly. It is true that RSS office has been maintaining the detail list of activities with special care. But since it has long been started (more than one decade), it will not be possible to record the every movement in detail. Rather, it can be recorded in the C.Ds in the control room of RSS. Further, the activities in various occasions, which have already been recorded in audio and video cassette, should be properly maintained and utilised in time for re-motivation of people during C.E. programming. However suggestions for recording of the important events of RSS and Chetana Kendras should be given importance by the organisers.

#### 7.1.11 LEGAL SUPPORT

**TABLE 89: Legal Support.**

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 16	Total no. of other type of people 31
I	Administrative and police support to the women while doing protest against any criminal and unsocial activities in the slum.	24 (23.30)	2 (8.76)	NA	NA
II	Disciplinary action against corrupt and harassing police officers.	8 (7.77)	2 (8.79)	NA	NA

*Note : Figures with in the Parentheses indicate percentages.*

It is seen from the table 89 that the slum women and grass root level volunteers have suggested for the legal support (administrative and police) during

their activities against any forms of socio-criminal problems of the slums. Further, they have suggested to take steps against the practice of unnecessary interference of corrupt police officers. It can be mentioned here that some police officers were habituated to take their monthly/weekly quota from the owner of country liquor shop or liquor distillery in certain slums. When the members of Chetana Kendra, especially the neo-literate women, go to the shop of distillery to request the owner to close down the distillery, these police men come in their ways and interfere unnecessarily. As a result instead of closing down the liquor shop and distillery in the slum, liquor is openly sold. It is true that the women groups do not remain silent, they go to the police superintendent and even to the excise superintendent and report against them. What these women want is that they should be supported legally by the administration or police department. Hence as their cases and suggestions are very sensitive, they should be given protection for the disciplinary growth of the society.

Further, the table reveals that some of the senior level activists have suggested for legal settlement on women exploitation through RSS. A mention may be made here that Chetana Kendra, being the centre of activities at the slum level also, works like a settlement camp of legal matters of the slum. All sorts of exploitation (Mainly the women) at slum level are being settled with the help of senior activists of RSS. In the worst cases, the Chairman of RSS also interferes in these matters. It was also seen that some of the senior level activists have already started family counselling as a part of the developmental activities of P.L. and C.E. Programme at their own group level with the moral support of the senior organisers of RSS. It needs to be the legal settlement of the government on women exploitation either by RSS or by any other concerned organisations. The investigator also feels that legal settlement activities on women exploitation should be done by RSS with the dynamic leadership of the local administration. Therefore, the RSS organisers and others should consider the above suggestions for their future course of action.

## 7.1.12 FAMILY AND LEGAL COUNSELLING

**TABLE 90: Family and Legal Counselling.**

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 16	Total no. of other type of people 31
I	Family and legal counselling to slum women: freedom of choice for marriage of the girls and decision making right with regard to the number of children in the family.	18 (17.47)	4 (17.39)	5 (31.35)	6 (19.35)
II	Counselling for the adopting of family planning operation by male members (vasectomy)	NA	NA	NA	4 (12.90)

*Note : Figures with in the Parentheses indicate percentages.*

It can be seen from the table 90 that respondents of all categories have felt the need of family and legal counselling slum women in the form of group discussion in Chetana Kendra very frequently. It was the feeling of some of the respondents that due to lack of skills of communication among the slum women they are not been able to make their family members convinced about many of their problems, rights and even freedom. They should be therefore, given counselling with regard to their family problems and the legal matters related to property rights, marriage act, divorce act, consumer's act etc. in practical setting through group discussions and demonstrations (through direct exchange of experiences). They should also be given scope to visit the family court and other concerned places. During hearing RSS organisers should take the responsibility through the senior women activists and the others. Further, they have suggested that parents should be made aware in giving freedom to their daughters for the choice of their own life partner. A mention may be made here that except tribal women/girls, there is less freedom among the girls of other categories to select their life partners. Many a time, they have to marry against their own will. Further,

the respondents have suggested that the women should get scope in taking decisions regarding the number of children in their family. All these things should be discussed in the Chetana Kendra in family and legal counselling camps. Therefore, RSS should organise the family counselling properly and the counselling camps should function in those directions.

It is interesting to mention here that four male respondents (see the table 90) out of 31 (12.90%) have suggested that RSS should encourage the family planning operation of the male members (Vasectomy) through its family counselling and other net-working. A mention may be made here that this concept has already been developed by the RSS organisers since long back while developing the P.L. primer "Naba Tarang" where one topic is totally devoted to this concept. It has also been reported by the volunteers of grass root level that hardly few people have gone for vasectomy despite much discussion and propagation of the concept. Still, this is one of the genuine suggestions made by the respondents. Hence, more and more advertisement, family counselling camps and discussion in this regard need to be done by RSS.

#### 7.1.13 LIMITATIONS OF RSS

**TABLE 91: Limitations of RSS.**

Sr. No.	Suggestions	Total no. of Slum Women 103	Total no. of Volunteers 23	Total no. of Senior activists 16	Total no. of other type of people 31
I	Making aware to the slum women about the limitations of RSS in fulfilling their demands.	NA	NA	2 (12.50)	5 (16.13)

*Note : Figures with in the Parentheses indicate percentages.*

Some of the respondents (senior activists and govt. and non-government officials) have felt that the neo-literate slum women have become over ambitious after being literate. They have become more demanding and non-compromising. This has become a problem for RSS organisers, which has been mentioned in Chapter V. Many a times they don't understand the reality and go for demonstration, because there are many things which cannot be done through the local administration or by RSS, or cannot be done over night, like opening of schools (Primary), implementation of Government loans etc. It was also reported by one of the directors of Urban Co-operative Bank that a group of slum women went to the Bank manager for sanction of loan. The manager denied to do so as they were the residents on encroacher's land. When they came to know the fact, they started quarrelling and complained against the manager before the Chairman and board of directors and also to the local administrator.

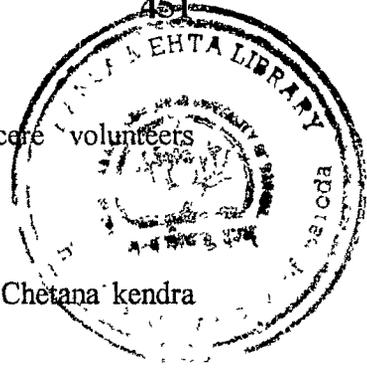
Thus, during the interaction programme, group discussions in the meetings of the slum the limitation of RSS should be very clearly discussed before the slum dwellers and the neo-literates. So that they will not be de-motivated at the end. However, they should not also be de-moralized from the beginning. Other wise, it would be difficult to include them in future course of action.

## 7.2 CONCLUSION

Based on the suggestions made by different types of people, senior level literacy activists, grass root level volunteers, slum women and the experiences of the investigator herself during her data collection, the following suggestions can be derived.

1. To retain the literacy skills of the neo-literate slum women, they are to be re-charged through various activities of Chetana Kendra according to their suitable timings.

2. Provision of accommodation for Chetana Kendra is to be made by RSS with the community support, UBS Mahila Samiti, or Ward Council may be utilised for the same.
3. Chetana Kendra is to be functioned like community centre of the slum with a varieties of facilities and activities like library, entertainment, etc. for the slum women.
4. Regular environment building activities are to be made and continued like follow up discussions, mass meetings, health camps, celebration of festive occasions and above all the cultural programmes like women Kala Yatha, street Plays and folk dance and drama bearing the message of social problems.
5. Provisions for need based income generation training facilities and financial and infrastructural facilities in the form of loan etc. are to be provided to the slum women. Marketing facilities for their production material are to be made by RSS..
6. Active involvement of different NGOs, voluntary organizations, Government non-Government departments. Different women's group and RSP with RSS are to extent their support for the slum women.
7. Implementation of the concept of women's co-operative by RSS in each slum in the form of "Savings group".
8. Encouragement, recognition and reward to the dedicated volunteers and senior level activists in different occasions for their self less contribution to the RSS.
9. Financial support in the form of honorarium, loan facilities or vocational training to the self less and sincere unemployed volunteers.



10. Priority of employment to the neo-literates and sincere volunteers according to their qualification and nature of employment.
11. Regular monitoring and interaction with the activities of Chetana kendra and neo-literate slum women and slum dwellers.
12. Fresh Survey of neo-literates, illiterates, dropouts and left outs are to be included for further activities of the programme and steps be taken for the evaluation of NFE, P.L. and other activities of RSS time to time.
13. Creation of interest among the highly educated people for literacy work and involvement experienced people in monitoring team of RSS.
14. Fulfillment of the basic amenities like water, electricity, medical facilities, education, BPL card, ration card etc. of the slum women through the co-ordination of RSS with other concerned departments.
15. Generation of political will for the fulfillment of the basic needs of the disadvantaged slum people.
16. Steps to be taken for the opening of more primary schools & NFE Centres in the slum areas Public demand be made for this purpose.
17. Implementation of continuing Education Programme as a follow up Programme of TL and PL activities.
18. Involvement of more number of middle level volunteers and adequate leadership training to them.
19. Encouragement for both high and middle level of women leadership as well as their direct involvement in decision making process.

20. Media services to be effective and implementive in communicating the activities of RSS.
21. Family and legal counselling are to be organised regularly for slum women and their family members with those activities for bringing rapport and girls should be given freedom of choice for their life partner.
22. Male members of the slum women are to be encouraged through family counseling and other net - working of RSS to go for vasectomy.
23. Legal support is to be given the women and grass root volunteers while taking any steps against illegal, unsocial or criminal activities of any body in the slums.
24. Pilot experiments on new ideas with regard to literacy and other development of slum women and down trodden are to be made in different slum areas.
25. Development of sufficient reading materials in different aspects of literacy and life of the people are to be made in regional language and reflection of the local tribal culture, traditions, language and unique feature of the society be presented there.
26. Success stories of women from different parts of the country from the grass root level to higher level are to be developed and be given to the slum women for reading. Follow up discussion are to be made accordingly on the topic after completion of the materials in the focused group.
27. Training to the volunteers, activists and other members of RSS with regard to teaching primers, monitoring, evaluation etc. are to be given from time to time.

28. Arrangement of field visit of volunteers/ activist and slum women to different successful literacy campaigns of the state or out side for encouragement and further learning.
29. The neo-literate slum women be made aware about the limitation of RSS in fulfilling their demands.