

ROLE OF RURAL WOMEN IN IMPLEMENTATION OF GRIEVANCE REDRESSAL MECHANISM IN HARYANA

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ABSTRACT

This paper deals with the general condition of the rural Indian women and the impact of their grievances on overall development and empowerment of the rural women. The paper includes viewpoint of rural people, including rural women, who are unskilled or semi-skilled. Several provisions, like availability of drinking water, construction of roads, financial issues, first-aid, and crèche at the working site have made this study unique. Grievance is an internal part of any rural area so it becomes imperative on the part of society as well to that rural area to resolve the Grievance that arises. An attempt is made to understand the role of rural women in grievance handling mechanism in rural areas of Haryana, and to know the women views and opinions on the effectiveness of the same.

Key words : Grievance, Women, Rural Area, Haryana

INTRODUCTION

India is a country which attained independence in 1947, but the rural-urban divide and the rich-poor divide are still plaguing India. 68.84 per cent of the Indian population lives in villages. There are 6, 40,867 villages in India. According to 2011 census, the populations of rural women who are literate are 58.8 per cent. (Census, 2011) According to the “2007 Revision of World Urbanization Prospects” by the United Nations, India would continue to have the largest rural population in the world until 2050. (Hindustan Times, 28.2.2008) There are several issues which are creating difficulties in the lives of Indians, like rising crimes against women, increasing poverty, corruption, nepotism, lack of transparency in the function. Any kind of discontent or injustice that an employee confronts at the workplace or thinks of it, in case not heard in a due manner in an organization is primarily considered as complaint or can be regarded as grievance. Each and every employee has certain expectations about the organization while joining it. Over a period of time, if those expectations are not fulfilled, there arises a kind of frustration and dissatisfaction and

in case not properly addressed over the time being, results out in the form of outrage or grievance. It is impossible to think of an organization that doesn't have a single outrage or complaint. Beside that it is important to have an appropriate "Grievance Handling System" that might judge the effectiveness of outrage handling too.

An outrage in shape of grievance can be regarded as a discontent, disgrace or dissatisfaction, which needs to be heard properly for the smooth functioning of the organization. Broadly, a grievance can be defined as any dissatisfaction with any aspect of the organization. It can be real or imaginary, legitimate or ridiculous, rated or unvoiced, written or oral; it must be however, find expression in some form of the other.

The Grievance is a type of communication that goes upward from employee to supervisor. It particularly focuses on problems or complications related to employees that have to be considered by the management as early as possible. Grievances found in an organization may be actual, factual, well founded or otherwise, true or faulty. The complaints by the employees or against employees have to be rectified because grievance may anytime result in sorrow, irritation, dejection, low morale and very importantly it negatively affects organization as whole. Some of the definitions of grievance are given below;

According to "Prof Pigors and Meyers" "Grievance as dissatisfaction, dissatisfaction of an employee is anything that disturbs the employee whether expressed or not".

"Keith Davis" advocates grievance as "any real or imagined feeling of personal injustice which an employee has about the employment relationship."

"Prof Tripathi" "advocates that discontent becomes a grievance, and in case not considered properly, becomes an outrage, complaint or grievance"

"The National Commission on Labour(India)" keenly advocates grievances something which has influence over more than one individual employee regarding their work payment, allowances, shifts, up gradation, superiority, job allotment, and accomplishment together all account for grievances. Each and every business organization strives for its employees' happiness, because only happy employees can be regarded as committed towards the company. Organizations always give their best to maintain cordial relations with employees because this is the only way that make employees happy. Establishing cordial relation with shoppers alone won't work;

nourishing a friendly and cordially relation with employees is equally important because they are internal customers of organization.

KINDS OF GRIEVANCES

Kinds of grievances are explained below:

Realistic,

Fictional,

Implicate

SOURCES OF GRIEVANCES

Grievance can be regarded as any outrage or disappointment, might be demonstrate or might be not, and may be reasonable or not, resulting because of something linked to the workplace and workforce always contemplate that, ponder or strongly believes, it as unethical, inequitable and not morally right. "Michael J Jucius "grievances can extend from neatness of rest rooms up to work feasibility. Employee's grievances can be categorizing into remunerative, operating environment, administration, work group and company (Power Finance Corporation Consultant)Grievances may arises because of numerous reasons; the reasons are explained as:

Financial or Remunerative: fixation of wages, shift timings, incentive plan, remuneration revision etc. Employees strongly believe that their pay is quite less as compared to others other employees.

Operating Environment: Inadequate conditions at workplace, rigid production norms, lack of tools and equipment's, low quality of raw materials, inadequate norms, poor recognition policy, etc.

Administration or supervision: Relates to the behavior of the immediate bosses towards their subordinates .It might be a perceived thought of biasness, favoritism, social class recognition, territorial love, nepotism.

From different sources: Under the category of miscellaneous violations that relate to job upgradation work safety methods, transfer policies, rules and regulations, fines and impositions, casual leave taken, available medical facilities comes under.

LIFE OF INDIAN WOMEN

- India is a country of contradictions. On the one hand, women are worshipped as deities, without whose blessings, work cannot be initiated. On the other hand, crimes against women and girls are increasing day by day in India. It is sad that in many cases, the perpetrators are known to the victims. The perpetrators could be among relatives, neighbors, friends etc. This increasing mistrust can create havoc in the Indian societal pattern. The patriarchal norms are so entrenched in the Indian society that it is very difficult to pull oneself out of this conundrum. When girls are born in most Indian families, they are not welcome, at times, even by their mothers. They lament that a son could have been a real asset for the family. Upbringing of girls is an expensive affair, where there is only loss as the girl gets married off and will serve the grooms' family throughout her life. In India, the life of a woman changes a lot after marriage. She leaves her parents' house after marriage and starts living with the groom's family. Since childhood, she is socialized into thinking that she has to take up the food habits, dress, rituals etc of the new family. So, happily or grudgingly, she evolves her identity according to the demands of the groom's family and the groom.
- A hefty sum of money is spent on her dowry. At times, the demand from the groom's family continues even after marriage. When the bride's family fails to satisfy their demands, the bride is tortured. Domestic violence is high in Indian homes. There is dowry deaths' occurring every now and then. It has been pointed out that it is always the bride who is dying and not the women in the groom's side when they are working in the kitchen. Many young brides die in the kitchen due to stove-burst, where the groom's sides mask it as an accident. Dowry-deaths of Indian girls had gone up so much that Section 498A was brought in which makes the groom and his family responsible for unnatural death of the bride within 7 years of marriage. It also has other provisions to protect Indian women after marriage. However, like all other laws, this law has also been misused by a miniscule of the population in order to take revenge on the groom. Some innocent grooms had to face wrong detainment. However, the misuse cannot be a standard to judge the efficacy of the law. If that is the standard utilized, then none of the laws can be implemented. Violation of the law cannot prevent the law from protecting the real victims of society. Right to equal inheritance to women of Hindu, Sikh, Buddhist and Jain religions, who form the majority in the country have been provided by the Indian State. But, still today, there

are very few women who demand the property as they feel that it sour their relation with their brothers. In many cases, brothers are forcing them to relinquish their property right. Women lack the support system needed to contest in the courts.

- Rural women in India are less literate than rural men. There is a negative attitude of the family towards educating the girl child. Moreover, lack of separate toilets for girls in schools, lack of security while travelling from home to school, lack of female teachers in schools, elder sister's responsibility to look after the younger siblings when both the parents have to work to meet both ends, are some of the reasons behind the high drop-out rate of girls from schools. Primary education is free, but parents are not interested to send them to school. Right to Education has been passed by the Parliament, but it is still far when the right will be a reality. Mid day meal scheme has been formulated in order to attract the small children to school. However, this scheme received set-backs when many school children died after consuming food from the school kitchen.
- Majority of rural Indian women do not have the right to choose their partner. It is always decided by the family elders and the marriage is arranged with an endogamous group, where caste plays a very important role. If the girl wishes to marry someone from other caste or tribe, the traditional leaders of the villages oppose. In states like Haryana, there are Khap Panchayats, or traditional village elders who provide punishments to both the adult girls and boys of the same village and caste, who falls in love and marries. According to the Khap leaders, marrying someone within the village or caste is equal to marrying a sibling. They act as kangaroo courts and punish them even by awarding deaths. In many cases, the brutality of such crimes is not even opposed by the parents. Such is the power of these Khap Panchayats that the elected Members from these constituencies do not oppose them for fear of losing the vote bank in the area.
- Majority of rural women suffer not only from economic poverty but also from 'information poverty'. Rural women are vital and productive workers in India's national economy. There is statistical bias in under estimating the role of rural women in development. Women work for longer hours than men and contribute substantially to family income, they are not perceived as productive workers. (Pankajam and Lalitha, 2005) They are silent workers who are struggling to

complete her household duties from dawn to dusk. But, still, in the family, many a times, she is criticized for not being sincere in her job. If the family members had to pay for the whole household work and the free labour she provides in the small agricultural land of the rural families, then her real worth could have been realized. She does this day-in and day-out with compromising the family interest, but in very few families, she gets the respect which she should get.

- Equal pay for equal work is one of the cornerstones of the gender equality movement the world over. But Labour Bureau data show there has been little progress in terms of parity of salaries for men and women for equivalent work in India. Even more alarming is the fact that even though wage disparities have always existed in rural parts of the country, in some spheres of activity, the divide has widened. So while men were paid 70 per cent higher wages than women for ploughing work at the end of 2004-05, the difference rose to 80.4 per cent in end-March 2012 and stood at 93.6 per cent at the start of 2013-14. While men were paid 75 per cent more than women for well-digging work in March 2005, the difference stood at 80 per cent in the current financial year. The data indicate that daily wage disparities have by and large remained constant since 1999, though they did rise in the early 2000s. As of 2013, the discrimination in wages paid to women tends to be higher in physically intensive activities (such as ploughing and well-digging), but lower in the case of work such as sowing and harvesting. Outside the agricultural sphere, it appears that gender stereotypes won out once again, if one considers unskilled non-agricultural work. (Jayaram, 2003)
- In rural India, very few women have ownership over land or productive assets. This proves to be a road block in institutional credit. Majority of the agricultural laborers' are women. They mainly assigned manual labour. Men perform operations involving machinery. (Kurukshetra, 2003) Agriculture which is the mainstay of the rural Indian economy is sustained for the most part by the female workforce. They are the invisible life line of the agrarian rural community life. Rural women from childhood days have to bear the burden of taking care of younger siblings, cooking, engaging in domestic chores, looking after the fodder of the domestic animals in their parents' house. They are married off at a very early age. Indian women are condemned to a life of serfdom, anonymity, facelessness. At the root is the 'gender insensitive' society. (Singh, 2004) According to UNICEF, child marriage is a violation of child

rights. Child brides are often forced to drop out of schools, are subject to the risks of early pregnancy and are more likely to be exposed to violence and isolation. Approximately, twenty-three million girls in India face this reality. Among them, majority of them are from the rural areas. (UNICEF, 2012)

- National Sample Survey Organization (NSSO) a Government of India organization has stated that in 2009-10 and 2011-12, women's employment has taken an alarming dip in rural areas in the past two years. In jobs that are done for 'the major part of the year', a staggering 9.1 million jobs were lost by rural women. This is a reflection of the fact that women are no longer getting longer term and better paying jobs, and so are forced to take up short term transient work. (Varma, 2013) In this gloomy scenario, Mahatma Gandhi National Rural Employment Act is providing a positive light to rural women. Several studies have shown that with the introduction of this Act, many rural women are coming out of their house for the first time to engage in paid employment. As it is a government scheme, socio-cultural stigma of patriarchy regarding working in the public space, that has been present earlier, is slowly ebbing. Moreover, the financial independence with the work is bringing in sea change in the mentality of rural women. They are for the first time, engaging in decision making regarding spending the money. With financial empowerment, comes in social empowerment as many of them are also joining self- help groups, to further their abilities. The flagship scheme has been discussed in detail.

Statement of the problem:

Grievance are an internal part of any rural area so it becomes imperative on the part of society as well to that rural area to resolve the Grievance that arise. An attempt is made to understand the role of rural women in grievance handling mechanism in rural areas of Haryana, and to know the women views and opinions on the effectiveness of the same.

Objectives of the Study

- To understand the women grievances and its redressal mechanism
- To gain knowledge on procedure adapted by the government to resolve the grievance.
- To provide suitable suggestions, if necessary.

Scope of the study

The scope of the study was limited to rural areas of Haryana. The study respondents were purely women of Haryana living in rural areas.

ACTION BY DEPARTMENT OF RURAL DEVELOPMENT ON THE BASIS OF WOMEN GRIEVANCES

The matter was taken up with the State Government of Haryana. Moreover, all the rectifications of said grievances were completed as per the specifications.

For the Department of Rural Development, the top most issue for the Ministry accounting for 39% of grievances was lack of roads in villages, followed by fraudulent cases, payment, labor and implementation issues which accounted for another 30%, 12%, 4%, and 4% of the grievances respectively.

S.No	Grievance Causing Issues	Imp act*	Details
1	Roads needed	39%	No maintenance work of the poor quality roads
			Village needs pucca roads
			Incomplete road construction and poor quality of existing construction
2	Fraudulent Cases	30%	money given to non employees
			Fabrication of fake accounts by fake job cards
			money taken by village head
			money taken by officials and no work done
3	Payment issues of labour class workers	12%	Payment not received by the workers
4	Labor issues under various schemes launched	4%	Labor not ready to work in village as they are getting free money
			Contractual employees of NREGA want to be permanent to get the perks
5	Implementation issues of various schemes	4%	work shown online is incomplete on ground
			work shown online has not taken place

CONCLUSION

With regards to grievances received following reforms have been introduced in the rural areas of Haryana catering to women grievances:

For Fraudulent activities: In April 2016, the government mandated Aadhar card for every new job card and enrolled the scheme for existing cards. The muster rolls are automatically generated and an e-sign from multiple stakeholders (Village head, Project Coordinator) is required for attendance. The same will ensure eradication of duplicate job cards and payment to employees.

For delay in payment issues: the government launched a new scheme under National Payments Corporation of India (NPIC) wherein the payment is made after bypassing the state treasury (which used to delay the process). The process has already been rolled out to 11 states and will be rolled out to 22 states overall.

For implementation issues: In September 2016, the government launched Bhuvan portal for viewing geo-tagged work assets. This digital initiative has ensured lack of fraudulent activities under completion of work.

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