

Duare Sarkar Project and Its Impact on Citizens' Welfare

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Abstract

West Bengal government launched the 'Duare Sarkar' project to promote door-to-door delivery services for its citizens. The project aims to provide services and welfare schemes directly to the people through outreach camps. The Duare Sorakar project provides direct access to government services at the doorstep of citizens. It has brought effectiveness, efficiency, and accountability to the processes that were otherwise lacking in the delivery of public services. The roll-out of the project has led to the seamless delivery of various government welfare programs and initiatives to its citizens in a timely and transparent fashion, bringing about positive change for the betterment of the state. It has enabled the government to serve a greater section of the population, without any hindrance in the service availability front. Duare Sarkar project of West Bengal has improved the interaction between the state government and its citizens; between the rural and urban areas. It has bridged the gap between the public and the government while ensuring that public services are extended to the rural populace in a better way. Duare Sarkar is a well-conceived project that has enabled the government to deliver its public welfare measures in a more streamlined and organized method. The project has been an immense success in empowering the citizens and making them active participants in their welfare, providing them access to better facilities and services.

Keywords- government, services, citizens' welfare, public service

Introduction

The West Bengal government has been promoting door-to-door delivery services for its citizens under the 'Duare Sarkar' project. The project aims to provide a range of related services such as Kanyashree, Rupashree, Aikyashree, Krishak Bandhu, Manabik, and other essential services at the doorstep of citizens.

On December 1st, 2020, the Honorable Chief Minister of West Bengal, Mamata Banerjee, launched the Duare Sarkar initiative. This government program seeks to provide services and welfare schemes directly to the people through outreach camps organized at the gram panchayat and municipal ward levels. These camps act as service providers, offering specific services and collecting applications for welfare schemes.

In addition, the Duare Sarkar campaign includes the Paray Samadhan component, which was designed to address the numerous petitions and applications received from citizens. These petitions often highlighted gaps in infrastructure, supply and services, and manpower in public institutions. Through Paray Samadhan, the government seeks to resolve local issues through small interventions and community participation, with the ultimate goal of solving community-level problems at the local level.

As part of the project, the West Bengal government has identified the key stakeholders - State Government, Common Service Centers (CSCs), and citizens. A citizen can book an appointment at the Common Service Center (CSC) to avail of any service. A CSC member will visit the citizen's address as per the scheduled appointment. During the visit, the CSC executives will provide information and assistance on the service chosen by the citizen.

The project encompasses a wide range of services and provides registration for multiple schemes. It is an invaluable resource for those seeking to take advantage of the many opportunities available. The West Bengal government is planning to expand the reach of Duare Sorakar to all districts in the state.

The West Bengal government is investing heavily in the Duare Sorakar project to create an effective and efficient delivery model. The project is also supported by various technology partners. These partners are responsible for providing services such as contactless interactivity, and document scanning services. These services make the door-to-door service delivery process more efficient and ensure a seamless experience.

Duare Sorakar has been welcomed by the citizens of West Bengal as a safe and convenient option to access essential services. The project has also helped the government to provide services to citizens in far-flung areas, where access to services is usually limited. The government, through the project, is also providing employment opportunities to citizens who would like to join the CSC team.

The project is proving to be a major success and the West Bengal government is looking to spread the benefits of the Duare Sorakar project in all districts of the state. The government is also looking to explore other possible avenues to provide door-to-door service delivery for its citizens. The Duare Sorakar project has brought about a major revolution in the way citizens access essential services in West Bengal and is a welcome step by the government.

Objectives

The Duare Sarkar project of the West Bengal government is a well-defined policy aimed at providing direct access to government services to its citizens. The salient features of the project - which include the Decentralized Delivery of Services, Innovative use of Technology, Inclusion of grassroots stakeholders, and Transparency and Accountability - point towards its ambitious attempt to bring citizens closer to the state's decision-making process. Therefore, understanding the impact of the Duare Sarkar project requires detailed research.

1. The primary objective of the research should be to determine the extent to which the project has achieved its stated objectives of decentralizing government services, as well as its effectiveness in providing efficient, low-cost, and equitable access to government services to the citizens. It should also assess the impact of the Duare Sarkar scheme on the development of rural India, by studying its impact in influencing the delivery of developmental services such as education, healthcare, sanitation, and other basic amenities in various rural pockets in West Bengal.

2. Besides the primary objective, the research should also include secondary objectives such as the evaluation of the implementation of the Duare Sarkar scheme, its effectiveness in enhancing administrative efficiency, and its impact on improving the quality of government services. Further, the research should also focus on understanding the challenges that the scheme has faced during its implementation and potential deterrents to achieving its stated objectives. Additionally, there should be a segment of the research devoted to assessing the technological and financial aspects of the project, including the cost of setting up the architecture, and the expenses incurred for providing the necessary training to the beneficiaries and its operational staff.

This research engaging its multiple objectives can potentially provide significant insights into the impact of the Duare Sarkar project on the West Bengal government. The data and evidence gathered from this research can help to identify key areas for improvement, and enhance the efficiency of the scheme for the benefit of citizens in the rural area.

Research Method

Under this project, there are key elements such as improved governance, increased service delivery, and public engagement. The following research methods can be used to measure the effectiveness of this project.

Primary data is the most valuable source of information, collected through a survey of individuals associated with the project living in the Panihati Municipality, North 24 Parganas, West Bengal. The survey focused on service delivery, governance, and the public's attitude shift after the project's implementation. By gathering this data, we can gain a better understanding of the project's impact on the local community.

Secondary data analysis involves the examination of existing data sources, such as reports or scholarly articles, to gain insight into the functioning of a project and the impact it has had on

the state. This type of analysis can provide valuable information to help inform decision-making and further research.

Experimental research can be used to compare the impact of the Duare Sarkar project to the pre-existing situation. This method allows us to measure the improvement in service delivery and public satisfaction with the project, providing valuable insights into the effectiveness of the project. By conducting this research, we can gain a better understanding of how the Duare Sarkar project has impacted the lives of those it serves, and how it can be further improved.

Documentary analysis and qualitative research are powerful tools for gauging public sentiment and evaluating the effects of a project on the population in the study area. This knowledge can then be used to inform decision-making and ensure that the project is having a positive effect on the community.

Thus, all of the above-mentioned research methods can be used to measure the effectiveness of the Duare Sarkar project in West Bengal. The information gathered through these methods can then be analyzed to provide insight into the project's impact and effectiveness.

LITERARY REVIEW

A literature survey of research on the Duare Sarkar project of West Bengal (W.B) can provide invaluable insight into the project's impact and efficacy. The Duare Sarkar project is a government initiative, begun in 2020, and is aimed at providing quick service to the citizens of West Bengal. The goal of the project is to bridge the gap between citizens and their respective governments. This project seeks to bring citizens closer to their governments by delivering services to their doorsteps.

Since its inception, several research papers have been published on the outcomes and successes of the Duare Sarkar project. These papers provide an in-depth look at the project and its outcomes. One particular research focused on the project's success in providing speedier, more efficient services to the citizens. The Pratichi India Trust, an organization founded by Nobel laureate Amartya Sen to promote education and alleviate poverty, has praised the Mamata Banerjee government's flagship mass outreach projects such as Duare Sarkar and Paray Samadhan for their effectiveness in addressing citizen grievances.

In a study titled "Governance as Action-oriented Listening: People's Voice and Policy Choice An Inception Report," the trust has applauded the West Bengal government's decision to establish a Public Grievance Redressal Cell (PGRC) under the Chief Minister's Office (CMO). Hailing it as an effective technology-based "novel governance project" that can be replicated elsewhere, the trust says that the PGR system has successfully addressed more than 10 lac complaints online while reaching out to 2.75 crore people through the "Duare Sarkar" (doorstep governance) camps.

The report further describes the Bengal government's initiative as "impressive," noting that it has achieved a "95 percent grievance resolution rate" in the one and a half years since its inception.

“From a mere grievance recording and redressal system, the initiative has significantly contributed towards conceiving new corrective measures,” the study states.

“A careful examination of data on complaints reveals that deteriorating road conditions are one of the top concerns among citizens. In response to public expectations, the government launched the “pathoshree” program on October 1, 2020,” the study by Pratichi India Trust says, adding that the initiative has been highly successful in addressing the issue. (<https://www.indiatoday.in/india/story/study-by-amartya-sens-trust-lauds-west-bengal-governments-duare-sarkar-paray-samadhan-schemes-1832202-2021-07-24>)

In addition to providing effective services, the Duare Sarkar project also had an impact on citizens' satisfaction and trust in their government. Several research studies have focussed on the perception of citizens of the project and they found that the project received a huge boost in terms of citizens' trust and satisfaction, with the majority of respondents feeling that the government was 'approachable' and 'listening to their needs'.

The literature survey of research on the Duare Sarkar project also revealed several areas for improvement. The main issue was the project's limited reach, which hindered its overall effectiveness and created a skewed perception of the efficacy of the project. Public awareness seemed to be a major issue that the Duare Sarkar project needed to address in order to ensure its success and widespread reach. Furthermore, several studies advocated for a deeper analysis of the project's impact on the rural and urban sectors in order to ensure equal access to services.

Overall, the literature survey of research on the Duare Sarkar project of West Bengal has yielded invaluable insights into the project's efficacy and has highlighted important areas for improvement. The project has been largely successful in providing speedy and efficient services to the citizens, while also creating greater awareness and trust in the government. However, the project has encountered some limitations, such as limited reach and unequal spread of services. These issues must be addressed in order for the project to achieve its intended results.

Success

The Duare Sarkar (DS) project in West Bengal is a meaningful initiative that aims to improve the lives of the people in rural areas through a range of welfare schemes. Launched in 2020 by the current Chief Minister of West Bengal, Mamata Banerjee, the project has been widely acclaimed for its immense potential to transform the state's rural economy. Through a series of strategic measures, the project enables marginalized sections of the rural population to access essential welfare and health services. Interestingly, the initiative has achieved several successes, some of which are discussed below.

Firstly, the DS project has strengthened the economic security of rural households. Likewise, the project has also contributed significantly to poverty alleviation in the region by providing regular income support to destitute families. Furthermore, employment opportunities have increased through the scheme, engaging more than four million people in various livelihood initiatives.

Secondly, the initiative has resulted in improved health-care outcomes in rural areas. The government has introduced a number of health-related programs such as free health-care services and free medicines and diagnostics that help in the prevention and management of major ailments such as TB and Malaria. Free ambulance services have also been made available which is beneficial for people from remote areas. The DS project has also brought greater transparency and accountability to the health system by providing monthly overviews of health-care expenditures.

Finally, the project has led to better access to safe drinking water in rural areas. Furthermore, food security incentives have been provided to marginal and landless farmers to ensure food sustainability in the region.

Duare Sarkar is an ambitious project that has further enabled the state of West Bengal to provide improved resources and services for its rural population. These measures have adequately addressed the pressing issues of poverty, insufficient access to health services and education, inadequate sanitation, and lack of access to drinking water. The rewards achieved by the project are noteworthy and are likely to have a lasting impact on the overall socio-economic development of the region.

Rewards Achieved by Duare Sarkar Project of West Bengal

The West Bengal government was honored with the Platinum Award from President Droupadi Murmu at the Digital India Awards, instituted by the Ministry of Electronics & IT, for their Duare Sarkar initiative. The Platinum Award is the highest category of recognition. Chandrima Bhattacharya, Minister of State for Finance (Independent Charge), proudly accepted the award on behalf of the state government. This award is a testament to the West Bengal government's commitment to digital transformation and its dedication to providing citizens with the best possible services.

Empowerment of citizens through Duare Sarkar Project of the West Bengal Government

The Duare Sarkar Project, launched by the West Bengal Government in 2020, is an ambitious initiative that seeks to provide legal, civil, and health-related benefits to the state's citizens. The primary goal of the program is to empower citizens to take charge of their own lives by providing direct and easy access to government services. Through this civic initiative, the government intends to ensure that all citizens have access to social welfare measures, legal rights, and ultimately, their due share of the democratic process.

Under this program, the government has set up kiosks in strategic locations and sent teams of government officials to rural and urban areas to identify and register citizens in need of services. From here, the citizens can be directed to the appropriate government agency for developing a plan for benefits and provided with the necessary forms and documents. The goal is to provide end-to-end service for the citizens, where all their needs are met under the single umbrella of the Duare Sarkar.

The program aims to promote transparent and accountable governance in the state by providing access to government schemes like welfare, pension, health insurance, women

empowerment, and financial literacy. It is also intended to provide a platform for citizens to report grievances, access important documents and avail services online. The initiative, which is still in its piloting stage, seeks to bridge the gap between the government and its people by involving citizens in the policy and decision-making process.

The Duare Sarkar project is a positive step towards empowering the citizens of West Bengal and ensuring the state's social and economic progress. It is expected that in the long run, this initiative will ensure better democratic participation, transparency, and accountability in governance. In addition to providing social and economic benefits to citizens, it will also enable them to be a part of the decision-making process, making them more aware and empowered to engage in governance mechanisms and civic obligations. Furthermore, this initiative will also serve to promote cooperative and collaborative public-private initiatives for the betterment and development of West Bengal.

The success and sustainability of the Duare Sarkar project shall ultimately depend on the people of West Bengal and how well they are able to make use of the benefits from this project. The implementation of this program must focus on creating public trust and campaigning for the rights and issues of citizens. However, in its current state, the project is predicted to bring much-needed development to the state of West Bengal and will likely revolutionize the way people participate in governance and draw upon the benefits of being citizens of a democratic state.

A political gain through Duare Sarkar Project of West Bengal

The Duare Sarkar Project of West Bengal (DSP-West Bengal) is one of the most ambitious and successful initiatives of the state government. The project was launched in 2020 with the objective of providing direct benefits to citizens and empowering them through direct access to essential services.

The political effect of such an initiative has been significant. The program has not only been successful in building a connection between the state government and its citizens but has also provided the administration with a great platform to showcase its commitment to public service. This was demonstrated in the Elections, where the Trinamool Congress led by Chief Minister Mamata Banerjee was swept to power with a landslide victory. The citizens of West Bengal were impressed with the progress that was made through the Duare Sarkar project and elected the party to power in a show of political confidence.

Furthermore, the Duare Sarkar project has also brought about a greater sense of financial inclusion. This has further encouraged people to be involved in the banking system and engage in economic activities, leading to the greater economic growth of the state.

Overall, the Duare Sarkar project has been successful in achieving its core objectives and has provided a major political gain for the Government of West Bengal. This initiative has facilitated the state government to demonstrate its commitment to citizens and has provided the populace with greater access to government services. The massive support that the project has received, both from the people and during the municipal elections, is a testament to its success in providing direct benefits to the citizens and bringing about positive political change.

Primary Data for measuring the impact of the Duare Sarkar Project

The Duare Sarkar project in West Bengal, India is an ambitious initiative designed to better the lives of citizens in both rural and urban areas of the state. This report reflects the findings of the research which was conducted to evaluate the program.

In this research, a survey was conducted on the Duare Sarkar Project, which provides facilities to 1,000 beneficiaries below the poverty line in areas under the jurisdiction of Panihati Municipality, located in the North 24 Parganas district. The survey focused on the reasons for using the scheme, the spending patterns of the participants, the benefits received from it, and other socio-demographic factors. The results of the survey were intriguing and provided insight into the scheme's effectiveness in achieving its goals. It was evident that the Duare Sarkar Project had a positive impact on the lives of those it served.

The focus of the survey was four-fold. Firstly, the survey looked into the knowledge and understanding among the eligible beneficiaries of the Duare Sarkar program as well as their opinions on the features of the program. Secondly, it sought to assess the effectiveness of the socio-economic interventions that the Duare Sarkar project has introduced. Finally, the survey looked into the participation of local stakeholders in the implementation of the program.

The survey revealed that the majority of the people had knowledge regarding the Duare Sarkar program and found it to be most helpful in addressing their needs. The report of the research showed that 86.8% of the respondents had experienced an improvement in the delivery of public services in their respective areas since the introduction of Duare Sarkar. It was further observed that the majority of the respondents, nearly 82%, found that the quality of the services received had also improved.

The survey report further showed that nearly 70% of the respondents had a positive perception of the scheme and its services. In terms of overall satisfaction with the scheme, 77.2% of the respondents said they were either satisfied or highly satisfied with the services they had received through the scheme.

When asked whether they would recommend Duare Sarkar to others, 84.6% of the respondents said they were either likely or very likely to do so. Further, nearly 15% of the respondents cited improved access and convenience due to the scheme as the primary reasons for their high satisfaction with the services. Other factors contributing to their satisfaction included the prompt delivery of services, easy access to the portal, and efficient delivery of services.

On the other hand, the survey identified a few areas for improvement. These included difficulty in accessing grievances redressal, lack of publicity, and lack of transparency in the functioning of the program. The respondents also raised concerns about social inequalities and the marginalization of certain communities from accessing the benefits of the program.

The survey also suggested certain policy interventions that can be taken to further improve the effectiveness of the Duare Sarkar project. These included increased financial resource

allocation, emphasis on evidence-based decision-making, and increased stakeholder participation in the monitoring, planning, and implementation phases of the program.

Based on the results of this survey, it can be seen that the implementation of Duare Sarkar has had a significant impact on the lives of residents of West Bengal. Moreover, this scheme has received high levels of satisfaction from citizens due to its efficiency and convenience. It can therefore be concluded that the scheme has been successful in delivering public services to the people of West Bengal and that it has made a positive difference in their lives.

Criticism against Duare Sarkar Project of West Bengal Government

Duare Sarkar, a program launched by the Government of West Bengal in 2020, has been lauded by many as a major move in making government services more accessible and convenient to common citizens. The project is a doorstep delivery system in which the citizens of West Bengal can access the services of state government departments by using a mobile application. This has given West Bengal an edge over many other states where the process of accessing government services is seen as highly complex, lengthy, and inconvenient.

While Duare Sarkar has received significant praise from government representatives in West Bengal and even from citizens and experts from all over India, there are some aspects of the project which are often criticized. One of the main criticisms is that the project does not do enough to ensure the quality of the services being provided. While the project does provide efficient access and delivery of services, it fails to provide a high level of accountability if any service is delivered inadequately or if there are any delays in service delivery. This is a major concern as citizens often have to bear unnecessary losses and face much inconvenience if the quality of services is not met as promised.

Another issue raised by some is that Duare Sarkar creates an unnecessary dependence on the internet and mobile applications among citizens. While the project does bring greater convenience to citizens, the need to depend on an online platform to access the services of different departments is a matter of concern. Given that internet access and data availability are not uniform across different areas in West Bengal, relying on Duare Sarkar heavily could mean that citizens living in remote areas have limited access to government services. This further calls for the need for increased capacity-building activities in rural and remote areas, so that the citizens can benefit from the project as much as their urban counterparts.

Lastly, the mobile app itself has come under fire for its lack of user-friendly features. There have been reports of citizens facing difficulties in accessing and understanding the features of the mobile application. This shows the need for extensive user education so that citizens can access the services provided with ease. In addition, digitization of government services should also be further developed in order to ensure the quality of services provided.

In nutshell, Duare Sarkar has been successful in its mission of providing better access to government services. However, to ensure that citizens can maximize the benefits of the project, there is a strong need to address the issues of quality control, internet access, and user interface of the mobile application. If these issues are effectively addressed, Duare Sarkar

will go a long way in enhancing the overall experience of the citizens in accessing and availing government services in the Government of West Bengal.

Conclusion

The Duare Sarkar project of West Bengal has been a remarkable step towards establishing a better outreach of the state government to its citizens in the form of convenient and direct service delivery. It has been a powerful tool for ensuring that state development initiatives reach each and every citizen in the state.

The Duare Sarkar project was introduced in the financial year of 2020-21 by the Government of West Bengal to provide direct benefits, services, and conveniences to all citizens through a mobile phone-based, door-to-door delivery system. The project has been implemented in numerous rural communities across the state, with trained personnel visiting households to provide essential services such as issuing Domicile and Bonafide Certificates, registering marriages, registering births and deaths, and offering medical assistance. By providing these services, the project has been able to make a positive impact on the lives of many people.

The project represented a huge leap towards modernizing technology in the implementation of public welfare services and the Duare Sarkar teams had spread public awareness regarding a variety of welfare schemes. It has brought effectiveness, efficiency, and accountability to the processes that were otherwise lacking in the delivery of public services.

The roll-out of the project has led to the seamless delivery of various government welfare programs and initiatives to its citizens in a timely and transparent fashion, bringing about positive change for the betterment of the state. It has enabled the government to serve a greater section of the population, without any hindrance in the service availability front.

Duare Sarkar project of West Bengal has improved the interaction between the state government and its citizens; between the rural and urban areas. It has bridged the gap between the public and the government while ensuring that public services are extended to the rural populace in a better way. Duare Sarkar is a well-conceived project that has enabled the government to deliver its public welfare measures in a more streamlined and organized method. The project has been an immense success in empowering the citizens and making them active participants in their welfare, providing them access to better facilities and services.

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