

## Study by Amartya Sen's trust lauds West Bengal government's Duare Sarkar, Paray Samadhan schemes

*A study conducted by the Pratichi India Trust, which was founded by Nobel Laureate Amartya Sen, lauded the Mamata Banerjee government's 'Duare Sarkar' and 'Paray Samadhan' schemes for addressing citizens' grievances.*



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Kolkata July 24, 2021 UPDATED: July 24, 2021 20:18 IST



Nobel laureate Amartya Sen's Pratichi trust praised Mamata Banerjee government's initiative (Photo: India Today)

The Pratichi India Trust, an organisation 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).

Terming it 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 per cent grievance resolution rate” in the one and a half years since its inception.

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

### **Report card of Mamata govt's schemes**

“A careful examination of data on complaints reveals that deteriorating road conditions are one of the top concerns among citizens. Based on this finding and in response to public expectations, the government launched the “pathoshree” program on October 1, 2020,” the study by Pratichi India Trust says.

It adds that over 14,000 km of roads in comparatively inaccessible parts of the state have been reconstructed and repaired as part of the “pathoshree” initiative.

The report also points out that the Bengal government PGR Cell played an active role in addressing concerns of citizens during the lockdown while also assisting migrants returning from other states.

Almost 45 per cent of the grievances received by the PGR Cell were from women, with schemes like “kanyashree”, “rupashree”, and widow pension receiving the most attention.

“The figure indicates women’s interest in claiming their rights and entitlements,” the report says.

People over the age of 50 lodged 63 per cent of all complaints received by the PGR cell for women. West Midnapore district accounted for 17 per cent of the total complaints, the highest among other districts in the state.

“The success of this system demonstrates its viability and possibilities, and it holds much promise for re-imagining the governance system to people's aspirations by making it more accessible, accountable, and responsive,” the study says.