

**A STUDY ON THE ROLE OF NON-GOVERNMENTAL  
ORGANIZATIONS IN SOCIO-ECONOMIC DEVELOPMENT OF  
SRINAGAR DISTRICT**

Thesis Submitted for the Award of the Degree of

**DOCTOR OF PHILOSOPHY (Ph.D.)**

**in**

**Public Administration**

**By**

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**LOVELY PROFESSIONAL UNIVERSITY PUNJAB**

**2024**

## DECLARATION

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I hereby declare that the Ph.D. Thesis entitled “**A Study on the Role of Non-Governmental Organizations in Socio-Economic Development of Srinagar District**” in Lovely Professional University, Punjab India was carried out by me for the degree of Doctor of Philosophy in the department of Government and Public Administration under the guidance and supervision of Dr. Rajvinder Kaur. The interpretations put forth are based on my reading and understanding of the original texts and they are not published anywhere in the form of books, monographs, or articles. For the present thesis, which I am submitting to the University, no degree or diploma or distinction has been conferred on me before, either in this or in any other University.

**Place: Phagwara**

**Research Scholar: Bazila Shameem**

**Registration number: 11816268**

**Date: 13-08-2024**

## CERTIFICATE

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This is to certify that the work incorporated in the thesis “**A Study on the Role of Non-Governmental Organizations in Socio-Economic Development of Srinagar District**” submitted by Bazila Shameem bearing registration no. 11816268 is an original piece of research work done under my guidance and supervision in partial fulfillment for the award of the degree of Ph.D. in Public Administration to the School of Humanities, Department of Government and Public Administration, Lovely Professional University, Phagwara Punjab. The candidate has fulfilled all the statutory requirements for the submission of this thesis. Such materials as has been obtained from other sources have been duly acknowledged in the thesis.



**Place: Phagwara**

**Research Guide: Dr Rajvinder Kaur**

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**Date: 13-08-2024**

## ACKNOWLEDGMENTS

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## **Dedication**

To the Memory of my Late Father

Mr. Gh. Hassan Ahangar  
(Retired Accounts Officer,  
Government of Jammu and Kashmir)

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## ABSTRACT

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NGOs, or Non-Governmental Organizations, play a critical role in development process by providing crucial services, support and advocacy to communities that are often neglected or underserved by governments and corporations. According to certain theorists like John Locke Civil Society precedes the formation of state. Civil Society is all encompassing term which includes within itself various NGOs operating within its net. In today's world, NGOs are a sine qua non of socio-economic development. NGOs can operate in areas where governments may lack capacity or resources, or where they face political and social barriers to deliver effective services. NGOs are often run by passionate/motivated individuals/volunteers who are dedicated to a specific cause and are driven by the desire to make a positive impact in their communities. They can be involved in myriad activities such as providing healthcare, education, and basic needs like food and shelter. NGO's help the State in permeating and advocating various policies and programs. They work closely with communities to identify their specific needs, problems and hence help in designing programs and initiatives that respond to those needs and provide training and support to local communities; help to build the capacity of individuals & groups in terms of skills. This can be particularly important in developing countries where government resources are limited and scarce. Another important role of NGOs is to advocate social and economic rights, such as the education, healthcare, and access to clean water. Through advocacy, NGOs help to build an empowering environment for sustainable development, by promoting reforms and policies that support equality, social justice, and human rights. The controversies have also erupted around the role of NGO's of late where they have taken sides along ideological plane and have even faced wrath from States. The criticism cuts across the ideological divide and is converging on the point that NGOs have reservation about the working of the State or where they question the State itself.

In this background, the present study is an attempt to examine the role of non-governmental organizations (NGOs) in socio-economic development in the Srinagar district of Jammu and Kashmir. The study focuses on investigating various initiatives undertaken by NGOs in the areas of health, women empowerment, education, income generation, skill development and livelihoods, and their role in socio economic

development of the local communities through these initiatives and has identified challenges faced by NGOs in terms of funding, transparency, and governance.

The study has been conducted using both qualitative and quantitative methods, Focused group discussions with key respondents, questionnaires, and surveys. The literature review provided an overview of the current state role of NGOs in Kashmir and inferences drawn from review of literature helped in identification of research gap and framing of objectives and research questions for the present study. Secondary data sources were mostly obtained through internet which included journals, research articles, government reports, news articles and the most important source was NGO websites which provided sufficient details including annual NGO reports, contact details, initiatives, vision and mission and projects undertaken by NGOs in Kashmir in collaboration with international organisations. A total of 410 respondents were selected from 4 tehsils of Srinagar district, which comprised of 300 beneficiaries, 100 NGO staff and 10 key respondents. A survey of the local communities was also conducted which provided information on the perception of the community about the role of NGOs in socio-economic development. The study provides important information on the role of NGOs in socio-economic development in the Srinagar district, and the impact of their initiatives on the local communities. The findings of the study will be useful for NGOs, government, future researchers, and international organizations in the district, as well as other organizations working in the field of socio-economic development. The study will contribute to the existing literature on the role of NGOs in socio-economic development, particularly in the context of Jammu and Kashmir, which has been the site of a long-standing conflict, resulting in human rights abuses and widespread suffering among the local population. The study also provides recommendations for improving the effectiveness of NGOs through fostering innovation, collaboration, transparency, and accountability.

Keywords: *NGOs, Skill development, socio-economic development*

### **i. Research Gap**

The findings from the review of the literature highlight the emergence of NGOs around the world and their growth in developing and underdeveloped nations. In complex environment how NGO's cope with it, changed themselves structurally and

are now moving towards fifth-generation by supplementing the government's efforts in bringing about socio-economic development with a rapid increase in GO-NGO collaboration. Inferences drawn from literature review helped in identification of following research gap

- Most of studies mainly focussed on areas such as environmental NGOs, humanitarian NGOs working for peace building and conflict prevention and voluntary social work pre 1989.
- The previous studies did not explore developmental initiatives undertaken by NGOs in valley and how their role evolved from merely charitable organisations to NGOs collaborating with international organisations for implementation of socio-economic developmental projects.
- Challenges faced by NGOs while working in Kashmir particularly in Srinagar district have not been assessed.
- No significant studies have been conducted in analysing the role of NGOs in socio economic development of Jammu and Kashmir.

## **ii. Objectives of the study**

Predetermined objectives outline the goals of the research and purposefully describe how the target is to be achieved. All the research objectives have been set in tune with research gap as identified under the shadow review of literature. In this backdrop the objectives of the present study titled as 'A study on the role of NGOs in socio economic development of Srinagar district' are stated as follows:

- To explore development initiatives undertaken by the NGOs in Srinagar district
- To analyze the role of NGOs in socio-economic development
- To assess the challenges in the working of NGOs in Srinagar district
- To suggest substantial and concrete developmental measures to improve working of NGOs

## **iii. Research questions**

The research questions have been framed in accordance with the research objectives. Therefore, research gap, objectives, and questions are all in a proper

synchronization. In this context, the study is an attempt to provide answers to the questions:

- What initiatives have been undertaken by NGOs in Srinagar district to accelerate the pace of socio-economic development?
- What are the major roles and responsibilities attributed to NGOs under the shadow of socio-economic development?
- What are the major challenges faced by NGOs while operating in Srinagar district?
- How and to what extent the study can improve the work performance of NGOs in socio-economic development?



**CHAPTER 1**  
**INTRODUCTION**

# CHAPTER 1.

## INTRODUCTION

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### 1.1. Introduction

Volunteering and social work are considered a part of one's religion, culture, and tradition. Volunteering is in practice since the advent of human civilization, the main aim of volunteering or social service is to help poor or a community to live a dignified life by fulfilling their basic needs of survival<sup>1</sup>. There are thousands and lakhs of volunteers around the world who help people during natural disasters such as floods, earthquakes, droughts, and famines. These volunteers not only provide help to humans, but they also work towards conservation of environment, wildlife and issues related to climate change they perform a wide range of functions and they come together to form organizations which are known as "Civil society organization", which is an umbrella term and includes all voluntary not-for-profit organizations such as trade unions, labor unions, Non-Government Organisations (NGOs), local communities, Faith based organisations (FBOs), or Voluntary Organizations (VOs) or Community-Based Organizations (CBOs)<sup>2</sup>.

A dynamic, active, and vocal civil society especially NGOs is the cornerstone of democracy and a defense mechanism against bad governance. NGOs have been actively participating in areas such as relief and rehabilitation, education, healthcare, poverty alleviation, women rights, human rights, animal rights, environment conservation and climate change. They play an essential role in giving voice to the voiceless and in providing basic amenities to the vulnerable and deprived sections of the people. The work of NGOs is more effective and efficient as compared to that of government organizations because of their altruistic nature and they are considered as agents of peace and development driven by humanity not by Profit. In this background, the present chapter will explore the basic aspects of the research including research

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<sup>1</sup> Marty, M. E. (1980). Social service: Godly and godless. *Social Service Review*, 54(4), 463-481.

<sup>2</sup> Schoenefeld, J. J. (2021). Interest groups, NGOs or civil society organisations? The framing of non-state actors in the EU. *VOLUNTAS: International Journal of Voluntary and Non-profit Organizations*, 32(3), 585-596.

objectives and research questions, followed by research methodology. The chapter will also delve deep into the review of literature followed by the theoretical background of the study. Therefore, the present chapter will cement the base for the research. All the subject matter has been presented under appropriate themes in the systematic order.

## **1.2. Statement of the Problem**

The welfare model adopted by the Government of India gives primacy to the socio-economic development of all the disadvantaged sections of the society. However, at the state level, the financial constraints and other factors including administrative delays and ineffective communication of policies affects the basic fabric of policies under the shadow of welfare model. In the union territory of Jammu and Kashmir, the government runs several schemes and programs to reach out to the demands of vulnerable and poor. Unfortunately, because of various reasons the benefits of these programs do not reach to the targeted groups and hence the problem is not solved. To resolve this issue, government decided to implement these schemes with the help of NGOs. These organizations were financially assisted by government and received funds from local and foreign donors as well. Implementation of programs and directly reaching out to the poor and downtrodden sections became comparatively an easy task with the help of these NGOs. Socio-economic development in India started gaining pace by the involvement of non-state actors such as NGOs and other CSOs, a large section of population benefited with their involvement. Thereby, in this research the researcher has attempted to study the role of NGOs in socio-economic development of Srinagar district.

## **1.3. Definition and Nomenclature**

Non-government organizations are those organizations or groups of people which work without any external bias or control and have specified goals or objectives to achieve in a particular section of society without any profit motive. These organizations are politically neutral and mostly work towards providing aid, relief

rehabilitation, development<sup>3</sup>. They are also termed as operational arm of the civil society whose main motive is to uplift the poor and work towards the betterment of people either socially or economically.

The term non-government organization or NGO was first used by UN in 1945 in article 71 of their charter, these organizations were referred as “non-profit entities which are independent of any government influence”<sup>4</sup>. The World Bank explains NGOs as, “organizations that pursue activities to relieve suffering and promote interests of poor” The multiplicity of the functions performed by NGOs makes it difficult to define it precisely, the boundaries of NGOs are unclear as some of them receive huge amounts of funds from government which is contradictory to their name while others are solely dependent on donations either by foreign donors or by local donors. The NGOs across the world have been divided into two types based on their country of origin that is, Northern NGOs (NNGOs) and Southern NGOs (SNGOs). Northern NGOs refers to those NGOs whose country of origin is well developed or industrialized while as Southern NGOs refers to those whose origin is a less developed country or an underdeveloped country<sup>5</sup>. There have been numerous debates on the definition of NGOs as to what it is and what it is not and analyzing their role is getting more and more difficult as it is not defined at all.

In the last few decades due to the growing importance and growing number of NGOs throughout they have been identified by various names. They are also termed as, ‘civil society’, ‘the third sector’, ‘independent sector’, ‘a non-profit sector’, ‘voluntary associations’ and ‘voluntary organizations’<sup>6</sup>.

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<sup>3</sup> Brown, D. (2009). The Effectiveness of Non-Governmental Organizations (NGOs) within Civil Society.

<sup>4</sup> Cohen, C. P. (1990). The role of nongovernmental organizations in the drafting of the Convention on the Rights of the Child. *Human Rights Quarterly*, 12(1), 137–147.

<sup>5</sup> Lewis, D. (2010): Nongovernmental organizations, definition and history. *International encyclopaedia of civil society*. 1056–1062.

<sup>6</sup> Tandon, R. (2000). Riding high or nosediving: Development NGOs in the new millennium. *Development in Practice*, 10(3–4), 319–329

#### **1.4. Review of literature**

A systematic review of literature has been carried out on the rise and growth of NGOs, and their role in socio-economic development at national, international, and regional level. This section presents literature review under the following relevant themes: (i) Rise of Non-Governmental organizations(ii) NGOs and Socio-Economic Development (iii)NGO and Government Collaboration, (iv) Voluntary Sector in Kashmir and (v) NGOs and Accountability. Review of literature is followed by identification of research gap and research objectives.

##### **i. Rise of Non-Governmental Organizations**

*Riva Krut (1997)* in his study research article titled “Globalization and Civil Society: NGO Influence in International Decision-Making” points out that non-governmental organizations (NGOs) began as a crucial force globally during 1980s, working towards providing essential amenities to the destitute and protection of human rights. Further he elaborates that the sphere of NGOs swelled swiftly from regional, national international levels. International agencies - such as United Nations, local organizations, trade organisations, and transcontinental corporations - as well as inter-governmental meetings and talks assumed an increasingly important role in governance with the transformations which took place with the inception of liberalization, privatization, and globalization era. In his study Riva Krut highlights how, NGOs proliferated in every sector and are now an important part of decision-making process, framing of developmental policies and programs and influencing some major decisions of governance

Similarly, *David Lewis (2010)* in his study titled “Non-governmental Organisations, Definition and History” has focussed on the emergence of NGOs and has mentioned that NGOs were present since ancient times in different forms, having different nomenclature, but they expanded on a large scale in the arena of international development dramatically during 1980s and 1990s. Further, the author mentions that it is hard to understand the exact number of NGOs present in the world today as only few reliable data are available and mostly there are only estimates based on guesswork.

*David Brown et al. (2000)* in their research paper titled “Globalization, NGOs and multi-sectoral relations” have discussed how the process of Globalization added to the growth in number and intervention of NGOs in several countries, and predominantly in the global scenario. Their emergence either directly or indirectly was the result of influence of globalization, which changed the global political, social and economic scenario and contributed to stronger civil societies across the world. The impact of NGO intervention is visible in many areas of governance including, policy making, decision making, advocacy, problem solving, relief, rescue and rehabilitation.

*Stefan Toepler et al., (2020)* in their study titled “The Changing Space for NGOs: Civil Society in Authoritarian and Hybrid Regimes” explore the complex relationship between the state and civil society in authoritarian and hybrid regimes, emphasizing how they are mutually constitutive and dynamic. It shifts the focus from advocacy-oriented CSOs to those engaged in service provision and loyalty to non-democratic governments. The study highlights the heterogeneous and adaptive roles of civil society, suggesting that current characterizations need to consider context-specific factors like history and ethnicity. Overall, the contributions illustrate that civil society's functions in authoritarian contexts are not inherently linked to democratization, challenging the conventional view of civil society as a purely democratic force.

*M.A. Muttalib (1987)* in research paper titled “Voluntarism and development—Theoretical perspectives” has attempted to bring out the theoretical contours of the concept of voluntary development. The author traces out the sources of voluntarism in religion, government, business, philanthropy, and mutual aid. He analyses the psychological aspect of joining of Voluntary Organisations. Furthermore, the author sums up with the view that among the three principle sources of human thrust- power, money and service- service is the noblest in the increasing pace of urbanization and technologically and scientifically advanced society.

*N.R Inamdar (1987)* in a study titled “Role of voluntarism in development. Indian Journal of Public Administration” traces the evolution of the Voluntary Organisations through different stages. The author also analyses the relationship between government and Voluntary Organisations. The author states that “in the face

of the monolithic power and authority of the state”, an individual can survive only with the support of VOs. Furthermore, the author, recommends the adequate and timely financial aid to VOs for their advancement and schemes so that they can work with more zeal and enthusiasm.

*David C. Korten (1980)* in journal article titled “Community organization and rural development: A learning process approach” has categorized four types of NGOs based on their growth, these are: welfare-oriented organizations, Community Development organisations, Organization for the Development of Sustainable Systems and Organization of People. Korten recognized three phases or generations of NGO development. First, NGOs focusing on relief and welfare facilities to beneficiaries directly. Examples are food, or healthcare services distribution. The NGOs notify and respond to instant requirements. Second- generation NGOs are focused on small-scale, self-reliant local growth. NGOs are building the capacity of local groups to satisfy their requirements at this developmental level through “self-reliant local intervention”. Korten terms the third generation “sustainable system development”. At this point, NGOs are attempting to promote improvements in policies and organizations at national and global level; they are moving away from their role in providing operational service to a catalytic role.

## **ii. NGOs and Socio-Economic Development**

NGOs are necessary to supplement government effort. In India, that they can stimulate and mobilize communities and utilize resources in target population through personal involvement and therefore gradually include the target communities in developmental process. NGOs are helping to supplement the government's attempts to ensure that the advantages of the multiple development programs and policies reach as many individuals as possible. Over the last two decades, the number of NGOs working in India has grown exponentially.

*N. Chatterjee and M.A.Dar (2011)* in their study titled “Role of NGOs in rural development” have highlighted the role of CAPART (The council for Advancement of People's Action and Rural Technology), in easing the process of upliftment of people through developmental initiatives in rural India with the intervention of non-governmental organisations (NGOs). CAPART’s main aim is to play a vibrant role with the government agencies and non-governmental organisations, influence policy making

and participate in India's multi-faceted growth. With the increase in intervention of NGOs in development operations, they are now attracting professionals from different other industries and building capacity in support fields such as financial management, resource mobilisation, human resources, growth of leadership, governance processes and Civil Society organisations

Similarly, *Chandra Shekhar (2011)* in his research article titled “Utility and governance challenges facing the NGO sector” mentions few NGOs such as, Pratham, which is among the largest NGOs in India and works towards implementation of projects related to providing education to weak and underprivileged children. It exercises proper accountability practices as well and publishes annual reports on ASER- “Assessment of elementary education in India”. Another leading NGO, named “Prayas” has been doing some exceptional work in power sector. It focuses on two main areas: “energy regulation and governance” and “energy policy for sustainable development”. Similarly, many NGOs are doing excellent work in areas of animal husbandry in the drought-prone regions, particularly of the Bundelkhand region by assisting individuals in securing alternative livelihood sources.

In his study titled “The Role of NGOs in Sustainable Socio-economic Development of Rural Poor: Evidence from Bangladesh”, *Sajjad Hosain (2020)* investigates the initiatives and practices of Non-Governmental Organizations (NGOs) in promoting sustainable socio-economic development among the rural poor in Bangladesh. Since the country's independence, the number of NGOs has increased significantly. From the late seventies onward, these organizations have played an increasingly vital role in the nation's development process. The study's results reveal that members of the NGOs studied have benefited from various programs. There has been a notable improvement in the food intake of NGO beneficiaries, reflected in increased income, better nutritional value, and heightened health awareness.

*Neelima Kumari (2013)* in her study titled “The role of NGOs in the socio-economic development of Jharkhand an overview” has highlighted the development operations carried out by NGOs in India; microfinance being a sub- component. Some of these NGOs are organizing organizations and linking them to a financial service provider. In some cases, NGOs have a "revolving fund" which they use for lending. Their role in social mobilization under SHG (self-help groups) and SGSY



(Swaranjayati gram swarozgar yojana). Poverty alleviation has remained constantly on the government's agenda. Various government schemes intend to address poverty by creating possibilities for self-employment with involvement, initiative and the contribution of the poor themselves.

**Rajesh Tandon (2000)** in his research article titled “Riding high or nosediving: Development NGOs in the new millennium.” has highlighted some of the haunting dilemmas faced by development NGOs throughout the world. These are dilemmas on which precision of perception and decisiveness is not very common, though need for it is occasionally emphasised. Author mentions about economic growth and private enterprise, governance, resistance and reform, globalization, sustainability etc. being the major issues faced by NGOs in present time. Author emphasises that the future contributions of these NGOs is linked to their ability to deal with these dilemmas and there is a need for restructurizing and redefining the NGO sector.

**Nazneen Kanji and David Lewis (2009)** in their book “Non-Governmental Organizations and Development” point out that NGOs exist as an alternative to other actors involved in socio-economic development. As the name suggests i.e. ‘non-governmental’ they provide opportunities for people to involve themselves in development process and social change through means that are not be feasible with the help of government programmes. By being disassociated with government they represent a “space” in which growth and social change can be viewed in ways that are impossible through government programs, they have a potential in creating and establishing alternatives to the status quo. They have three main roles in development work- as implementers, catalysts and partners.

**R. Nyangosi et al (2016)** studied the role of NGOs in social development by providing education support in Unguja Island Zanzibar and found that the contribution of NGOs in the promotion of social development in developing countries like Tanzania is unquestionable. Several NGOs have had a beneficial effect in both urban and rural social development. With increasing citizen’s demands on the state, there is no doubt that the state can no longer be the sole supplier of products and services. The authors have recognized poor performance of government as one of the factors behind the spread of NGOs in the modern era in meeting citizen's socioeconomic quests.

***Sarah Crowther (2001)*** in her discussion paper titled “The role of NGOs, local and international, in post-war peacebuilding” points out that NGOs prove as a means of communication between different communities, different people, and different national and international institutions if necessary. This communication provides a link to the local people to connect to the rest of the world and get the resources that otherwise might not reach them. The author has also discussed about the roles NGOs and INGOs could have in peacebuilding. She has compared the role played by NGOs and State. She emphasises that despite comprehensive claims that they are a main channel for the voices of local individuals, NGOs are not democratic organizations—in the sense that they are not governed by the individuals. NGOs may truly aim at representing and serving individuals, but their main need for organizational survival, as mentioned previously, is to maintain their funding constituency.

***Ikenna E Asogwa et al., (2022)*** in their research paper titled “The impact of COVID-19 on the operations and management of NGOs: resilience and recommendations” offer a nuanced analysis of the impact of the COVID-19 pandemic on Non-Governmental Organizations (NGOs) and their response strategies. It acknowledges the challenges posed by the pandemic, such as decreased health-seeking behaviour among service recipients and increased operational costs due to project implementation and virtual transmission. However, it also highlights the positive adaptations made by NGOs, including the effective use of virtual innovation and peer-to-peer interventions, which have contributed to improved resource management. In conclusion, the paper advocates for a forward-looking approach that considers environmental sustainability and strategically positions NGOs in relation to the state to achieve sustainable development goals. It suggests that further research is needed to fully understand the long-term implications of the pandemic on NGOs and their stakeholders.

***Gerard Clarke (1998)*** in research paper titled “Non-Governmental Organizations (NGOs) and politics in the developing world” points out that in southeastern nations of Asia such as Philippines, Cambodia, Indonesia, and Thailand, NGOs have significantly contributed for democratic rights of people, and have remained an important strengthening factor in politics of these nations. The cooperation

between NGOs and the state in these countries has also strengthened the state in a small but important way, helping it attract strong socio-economic elite interests and helping the state attract wide popular assistance for political and economic reforms. The expansion of political participation was one of the primary accomplishments of the Philippine NGO community and that NGOs, through connecting with grassroots organizations, filled a significant organizational vacuum arising from the failure of political parties, trade unions and peasant associations to encourage continuous common political participation.

In her study titled “Role of NGOs in women empowerment: case studies from Uttarakhand, India”, *Minisha Gupta (2021)* explores the role of non-governmental organizations (NGOs) in promoting women empowerment through immediate livelihood opportunities. Gupta emphasizes that while women possess the creativity to start their own ventures, they often cannot explore these opportunities due to male dominance, lack of education, and inadequate government support. Therefore, NGOs play a crucial role in training and empowering women to achieve immediate livelihoods. The study finds that women can attain empowerment through venture creation and entrepreneurship, which is facilitated by proper training and information. Additionally, motivation and effective leadership boost women's confidence and help them achieve their goals. Access to information about government policies, networking with customers, and relationships with self-help groups (SHGs) and NGOs also contribute to their empowerment.

### **iii. NGO and Government Collaboration:**

*Harlan Cleveland (1972)* was the first to use the term “governance” as a substitute to the expression ‘public administration’<sup>7</sup>. One of the themes in Cleveland’s specifically thorough and thought provoking discourses, books, and articles in the mid-1970s was somewhat like this: “What the people want is less government and more governance” . Governance is the involvement of citizen at a high level, creation of

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<sup>7</sup> Frederickson, H. G. (2004). *Whatever happened to public administration? Governance, governance everywhere* (Working Paper QU/GOV/3/2004). Institute of Governance, Public Policy and Social Research.

social Capital and civil society (Hirst 2000; Kooiman 1993; Sorensen 2017). Traditionally, because of less complexity of issues, the government itself managed most service delivery, welfare, rehabilitation, and other activities. Towards the end of the twentieth-century problems and issues started becoming more and more complex and government started relying gradually more on non-governmental actors to overcome the challenges posed by globalisation, liberalisation and privatisation by giving more autonomy to NGOs and exercising less control over them. The role and position of Voluntary Organisations has been subject of significant discussion which was the main theme of Indian Journal of Public administration.

**Mohit Bhattacharya (1987)** in his study titled “Voluntary associations, development and the state” traces the roots of Voluntary Organisations in the social psychology and organization theory. He observes that about social voluntarism there are two streams of thought in India- anti-statism and social collectivism. He emphasizes the importance and role of Voluntary Organisations in development. In his concluding observations he admits that though Voluntary Organisations are playing crucial role as a ‘marginal supplementary source’, but we cannot expect ‘a radical social change’ through voluntary effort. To get the desired results, the state power must be restructured, and a supportive environment must be created.

**C.P. Bhambhri (1987)** in research paper titled “The modern state and voluntary societies” emphasizes that Voluntary Organizations are playing good role in the developed countries (Modern State) in making the oppressive, bureaucratized, and dehumanized societies more human but in the developing countries like Pakistan, India, Indonesia, Nepal, and other south east countries active role of the state cannot be undermined as the government has the most important duty of development. At the same time, the author points out that the role of NGOs cannot be undermined because they have closeness to grass roots, better grasp of the need and problems of people and rare dedication and moral commitment.

**H. Ramakrishna (2013)** in journal article titled “The emerging role of NGOs in rural development of India: An assessment.” points out that the effort from Indian government has remained minimum since Independence in 1947 until around 1980 to identify the function of a voluntary organization or acknowledge its significance. However, in 1980, the government recognized fresh regions with the implementation

of sixth five-year Plan during 1980-1985 in which NGOs could engage in growth as new actors. Nevertheless, this plan was to become the first in a sequence. The Indian government envisioned, in the seventh five-year plan from 1985-1990, a prominent position for organizations engaged in charitable and other philanthropic activities in helping to make communities as self-reliant as possible. The importance of NGOs was further improved under the eighth five-year plan, emphasizing on the role of these organisations as important contributors in rural evaluation in framing development policies and plans at minimal prices and emphasizing on the involvement of rural community.

In their study titled “Power dynamics and resource dependence: NGO government collaboration in Indonesia”, *Daniel Hummel and B. Kusumasari (2023)*, examined the collaboration between non-governmental organizations (NGOs) and the government in Indonesia. The study focused on factors such as financial dependence, legitimization, and other motivating aspects behind NGO-government collaboration and its practical implications. It also identified factors like access to resources, networks, advocacy efforts, and the availability of grants and support that shape these collaborative relationships. The findings enhance the understanding of NGO-government relationships and offer insights for policymakers and practitioners to develop effective and sustainable partnerships.

*Harsh Sethi and D.L. Sheth (1991)* in research paper titled “The NGO sector in India: historical context and current discourse” identified community involvement as a specified element in several social sector initiatives, NGOs started to be officially acknowledged as state development partners. Advocacy at different stages, Grassroots interventions, and the mobilization of the downtrodden to safeguard their freedoms increasingly defined their job. Many religious and social reform movements aimed their actions to demand that the state adopt fresh social legislation to implement reforms that they have attempted to propagate.

In his journal article titled “Some aspects of state-NGO relationships in India in the post- independence era”, *Siddhartha Sen (1999)* examines the historical backgrounds and multiplicity of the NGOs in India. He also presents critical analysis of State-NGO relationship at the central and local level since independence. He also

discusses the significance of the prepositions on State-NGO affiliations in India at various stages of history. He argues that though the nature of NGO community is heterogeneous, but at the local level, State- NGO relationships can be categorized by the resentment of politicians, local elites, party workers and lower-level workers of the state concerning NGO activity.

*Vinayak Martand Kulkarni (1969)* in his book titled “Voluntary action in a developing society” has explained the relationship of voluntary action with the notions of democracy, socialism, welfare state of the society. He considers voluntary action as the ‘gift of democracy’, which acts as a power breaker, a safety valve and provides a mechanism by which free talent becomes available to the society. The author considers mutual benefits and self-help, philanthropic feelings, and promotion of personal interest as the main sources of motivation for voluntary action. About the membership of VOs, he suggests that it should be living, and effective and suggests new blood should be introduced by enrolment of new members.

A civil society with such vibrancy, according to *Mathew and Verghese (2011)* has possibly made India a country with the largest number of non-profit and active NGOs in the world. The number of new NGOs in India has grown sharply over the previous decade. According to a study ,only 144 lakh registered societies were present in India until 1970. The highest rise occurred after 2000 in the number of registrations with the largest number of registered NGOs in the state of Maharashtra and followed by other states such as Andhra Pradesh and Uttar Pradesh.

#### **iv. Voluntary Sector in Kashmir**

*Bashir A. Dabla (1999)* in his study titled “Impact of conflict situation on women and children in Kashmir” highlights that only after 1989 NGOs emerged in greater numbers in Kashmir. The author points out that the reasons for NGO’s entry were the increasing victims of violence, curfews, business closures, and tourism, increase in the number of kids who lost their parents, psychiatric disorders, etc. The turmoil impacted many institutions of the valley, and one of them was academic institutions. Furthermore, the author points out that the Non-Governmental Organization’s instant reaction was to provide instructional assistance. Some global INGOs that worked on children in Kashmir did this. The support was provided in the form of teaching aid materials such as blackboards, matting books, and textbooks.

In the year 2004, a study conducted by *Anirudh Suri* on the evolution of NGOs in Kashmir reveals a remarkable surge in the number of NGOs working in the State from the period 1996-1997. Most of these NGOs were supported to restore some measure of peace and normalcy by the government or one of the many government agencies operating in J&K. These NGOs, known as GO-NGOs or governmental NGOs, have emerged in big numbers over a brief period and have existed to date. The increase in the number of NGOs in Kashmir was also mentioned in Planning commission report on J&K (2003), in which it was highlighted that most of these NGOs were supported by government to restore some measure of peace in valley. Centrally sponsored schemes such as Norwegian Agency for International Development (NORAD) were implemented in different parts of the erstwhile state of Jammu and Kashmir and under these schemes training centres were set up to generate employment. These were centrally sponsored schemes that received funds from government of India in the form of grant in aid in favour of NGOs to set up training centres and there was continuous monitoring of the activities undertaken by these NGOs until completion of such trainings.

*Aarushi Mahajan and Gopalakrishnan Narayanamurthy (2021)*, in their study titled “Balgran: solving issues of an NGO in Jammu and Kashmir”, conducted a case study on an NGO called Balgran in the Jammu region of Jammu and Kashmir. The study detailed the various activities of Balgran, which has rapidly expanded its services to include Bal Bharti Public School, a healthcare center, vocational training, and a computer center. The authors also emphasized the role of local NGOs in community development, the differences between social enterprises and NGOs, techniques and strategies for scaling up with a focus on local NGOs, and the environmental factors that can influence NGO operations.

*Mashkoor Lone and Arsheed Ganaie (2016)* in their journal article titled “Problems and remedies of Nongovernmental Organizations (NGOs) in Jammu and Kashmir” have highlighted problems and remedies of NGOs in Kashmir and how NGOs can play an essential role in bringing peace to valley. Inadequacy of funds, Lack of committed leadership, misappropriation of funds, Insufficient competent personnel, Lack of people’s involvement and awareness are some of the major problems faced by NGOs in Kashmir. The authors have suggested some remedies to overcome these problems,

such as, the government should increase grants in aid to these NGOs which are suffering from dearth of funds, there should be a proper check on the misuse of funds. Seminars, public meetings, symposiums should be conducted to bring awareness about the importance of NGOs. Students in schools and colleges should be encouraged to participate in voluntary activities.

**Firdous Khanday (2015)** in journal article suggests that the global level acceptance of peace building work should be assigned to NGOs. The author highlights that several peace NGOs currently functioning in Jammu and Kashmir have underscored several significant causes of violence such as demonstrations against the government, and the belief in isolation from the union of India. The author has also mentioned that some of the studies bring to light armed uprising and military brutalities in the valley as cause of worsened since 1989, thereby toughening the labour of nationally and internationally recognised NGO's.

**M. Nazran Khan (2016)** has conducted a study on the functioning of NGOs and Government organizations in environmental management of Jammu and Kashmir. The researcher has also suggested a consolidative model for successful and collective networking among different participants for developing best environmental management activities in the region.

**Manuel K. Sijo (2015)** in his study has focused on the human rights violation and the role of human rights NGOs in the erstwhile state of Jammu and Kashmir. Many NGOs are functioning in this region to provide a helping hand to the people of the area, to assure their welfare and to let the world know about the violation of rights which the Kashmir people face. The author has also highlighted the role played by National and International NGOs in Kashmir in preparing reports on the human rights abuse and analysing the impact of human rights violations taking place in this region. These reports highlight the situation in Kashmir and at a global level people get to know the extent of conflict on valley.

#### **v. NGOs and Accountability**

**Michael Edwards (2020)** in his research paper titled "Have NGOs 'Made a Difference?' From Manchester to Birmingham with an Elephant in the Room" addresses the dynamics of foreign aid and its impact on Non-Governmental Organizations (NGOs), particularly development NGOs. The author argues that the re-



emergence of foreign aid as a significant factor can act as a security blanket for NGOs, potentially stifling necessary changes in their operations. The paper highlights the potential for external shocks, such as the 9/11 attacks, to disrupt current trends and either redirect the course of NGO operations or revert them to previous methods.

The author suggests that aid donors have the power to significantly influence the structure and effectiveness of NGOs by cutting out intermediaries, though this is deemed unlikely. Incremental improvements in NGO impact are anticipated unless NGOs can escape the constraints of foreign aid. Some pioneering organizations have already begun to seek healthier frameworks for civic action. In essence, the study calls for introspection within the NGO community about their reliance on foreign aid and the necessity for self-initiated reforms to enhance their impact.

*Lisa Jordan and Peter Van Tuijl (2006)* in their book titled “NGO accountability: Politics, principles, and innovations” highlight the need for accountability of NGOs. The authors have highlighted that the increasing NGO industry has attracted huge amounts of funding; some Western NGOs have resources that dwarf those of UN agencies. Since the early 1980s, the privatization of services has been an important component of liberalization. Furthermore, the authors emphasize that NGOs have always been the advocates of social services, preferred by donors over state entities and suggest that the increasing attraction of funds spurred calls for accountability mechanisms.

*Adil Najam (1996)* has studied the conceptual framework of NGO accountability and has provided the most comprehensive framework of NGO accountability till date; in his study the author has proposed a wider concept of accountability for NGOs and a conceptual organization that could facilitate a more meaningful debate of this controversial problem. Furthermore, the author suggests that there should be clarity among the NGOs about their accountability to various stakeholders, so that they can channel their resources properly and utilize minimum to get maximum output without any wastage of efforts. The author has categorized accountability of NGOs into accountability to clients, to patrons and to themselves based on their interaction with clients, patrons and NGOs, these categories cover the full areas of probabilities so far as accountability of NGOs is concerned. The author’s

study is organized in such a framework which provides a clarity to NGO action and their accountability mechanism.

**Ronald Yesudhas (2018)** in his study titled “Towards an era of official (involuntary) accountability of NGOs in India” points out that NGOs maintain a limited accountability in a minimal sense only. Mostly through displaying of achievements, audit reports, financial statements, accountability to donors and other stakeholders. With the exercise of these minimal accountability practices, NGOs claim that they can be trusted and are credible institutions in a community. The author recognized the need of transparency in NGOs, which many UN organizations have already recognized and worked towards. This implies that data needs to be made accessible on plans for various meetings, and data should be regularly gathered and made accessible on the Internet about who participates in them, what they say, and who finances them. He emphasized on the creation of mechanisms such as “Whistle blowers” deal with corruption practices within the NGO

### **1.5. Research Gap**

The findings from the review of the literature highlight the emergence of NGOs around the world and their growth in developing and underdeveloped nations and with the passage of time and with problems getting more and more complex how NGOs changed structurally and are now moving towards fifth-generation by supplementing the government’s efforts in bringing about socio-economic development with a rapid increase in GO-NGO collaboration. Inferences drawn from literature review helped in identification of following research gap.

- Most of studies mainly focused on areas such as environmental NGOs, Humanitarian NGOs working for peace building and conflict prevention and Voluntary social work pre-1989.
- No significant studies have been conducted in analyzing the role of NGOs in socio economic development of Jammu and Kashmir.
- The previous studies did not explore developmental initiatives undertaken by NGOs in valley and how their role evolved from merely charitable organisations to NGOs collaborating with international organisations for implementation of socio-economic developmental projects.

- Challenges faced by NGOs while working in Kashmir particularly in Srinagar district have not been assessed.

### **1.6. Objectives of the study**

Predetermined objectives outline the goals of the research and purposefully describe how the target is to be achieved. All the research objectives have been set in tune with research gap as identified under the shadow review of literature. In this backdrop the objectives of the present study titled as ‘A study on the role of NGOs in socio economic development of Srinagar district’ are stated as follows:

- To explore development initiatives undertaken by the NGOs in Srinagar district
- To analyze the role of NGOs in socio-economic development
- To assess the challenges in the working of NGOs in Srinagar district
- To suggest substantial and concrete developmental measures to improve working of NGOs.

### **1.7. Research questions**

The research questions have been framed in accordance with the research objectives. Therefore, research gap, objectives, and questions are all in a proper synchronization. In this context, the study is an attempt to provide answers to the questions:

- What initiatives have been undertaken by NGOs in Srinagar district to accelerate the pace of socio-economic development?
- What are the major roles and responsibilities attributed to NGOs under the shadow of socio-economic development?
- What are the major challenges faced by NGOs while operating in Srinagar district?
- How and to what extent the study can improve the work performance of NGOs in socio-economic development?

### **1.8. Research Methodology**

Research methodology is a set of methods and techniques used to identify, analyze, and infer the findings of data to answer research questions and accomplish

research objectives. Two critical problems are addressed with the help of a well-defined research methodology. Firstly, how data for the study will be collected and secondly how the collected data will be analyzed to draw conclusions that will achieve the predetermined goals. A detailed research methodology which the researcher relied on during this study is as follows:

### **1.8.1. Research Design:**

The inferences drawn from literature review suggested that there is hardly any study conducted so far related to the role of NGOs in socio economic development of Srinagar district. This study intends to highlight the role performed by NGOs in development and upliftment of the vulnerable and downtrodden sections of Srinagar district both socially as well as economically. This study also focuses on the challenges faced by these NGOs and suggests some concrete developmental measures to improve their functioning in the study area. Keeping in view the objectives of this study, descriptive and analytical design has been taken into consideration for the purpose of this study. NGOs in Kashmir aim to provide education, basic health and hygiene facilities , skill trainings, relief and rehabilitation and so on. Thereby, the main focus of this study is on all such activities of these NGOs which fulfil the objectives of socio-economic development in the particular area.

### **1.8.2. Universe and Sampling:**

This study addresses the role of NGOs in socio-economic development of Srinagar district. In this background, the division of Kashmir is universe of this study, as it was not feasible to conduct a study on whole universe because of a larger area, hence in light of the objectives of this study, it is limited to only one district of Kashmir namely Srinagar district. The administrative set up of Srinagar district is divided into 7 tehsils namely, Srinagar south Eidgah, Channapora/Natipora, Srinagar north, ,Pantha chowk, Khanyar and Central Shalteng. As of census 2011, total population of Srinagar district was 12,19,516, having literacy rate around 71%. To have a greater representation and to accomplish objectives of this research , 4 tehsils were selected. A total of 100 staff members were selected from 20 NGOs based on their operability and feasibility. On the other hand 300 beneficiaries were selected from 4 tehsils using Convenience sampling method. While as 10 key respondents were also selected for

qualitative analysis. Thereby, a total sample size of 410 respondents has been used for this study.

### **Profile of Srinagar District**

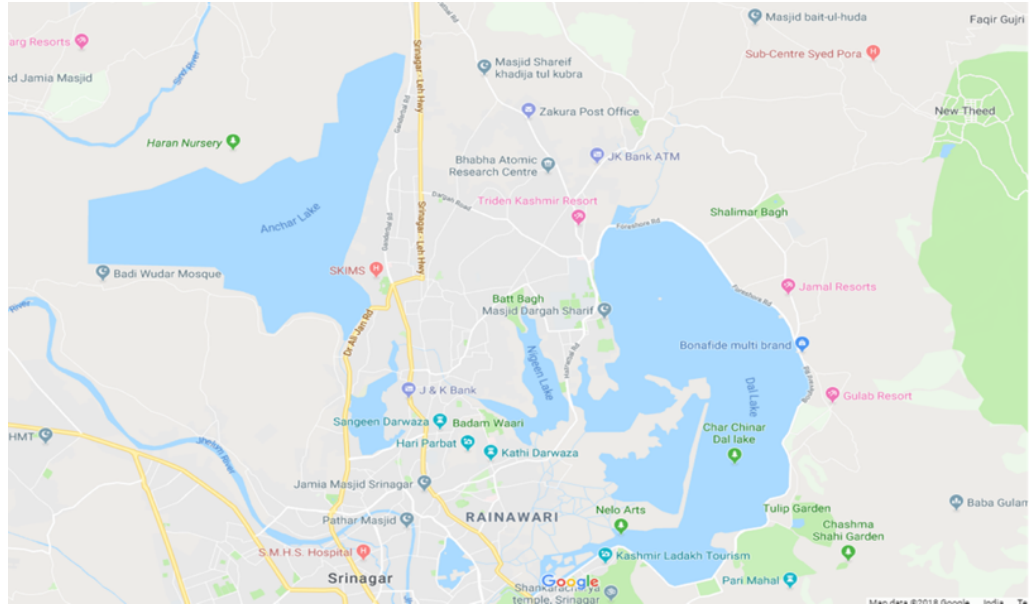
Srinagar district has a total number of 1,67,448 households having population of 12,36,829 which includes 6,51,124 males and 5,85,705 females (census 2011). Srinagar district is the second most populated district of UT of J&K. Srinagar is home to tourism based small scale industries such as traditional handicraft industry, carpet weaving, silk, shawls, willow baskets, papier mâché, wooden furniture, copper ware, silver ware etc. Tourism industry is the main source of employment to lakhs of people in Kashmir especially in Srinagar district which is majorly an urban area having least or no agriculture-based economy.

### **Geography of Srinagar district**

Srinagar city is referred to as the "Venice of the East"<sup>8</sup> due to its numerous attractions, including its historical local homes in *sheher e Khas* (downtown area), Luxury hotels, top-notch restaurants, and recreational and sporting facilities. The city of Srinagar is situated in the northwest region of J&K with a total urban area of around 11.4 square miles. Srinagar is the northernmost city of India. It has a secluded environment and a plenty of natural beauty and landscapes which include natural lakes such as Dal Lake and Anchar lake. It is surrounded by magnificent mountain ranges and mountain peaks such as Harmukh, Sunset peak, mount Kolahoi and Mahadev peak.

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<sup>8</sup> Saini, R., Aswal, P., Tanzeem, M., & Saini, S. S. (2019). Land use land cover change detection using remote sensing and GIS in Srinagar, India. *Int J Comput Appl*, 178(46), 42-50.



**Figure 1.1:Administrative Map of Srinagar District**

**Source: <https://Srinagar.nic.in/map-of-district/>**

**Demographic trends in Srinagar district (Census 2011)**

The scientific study of human populations is known as demography, it focuses primarily on their size and development, it also considers the quantitative aspects of their general features. The demography of Srinagar district according to census 2011 is given in the table below.

**Table 1.1: Population of Srinagar District.**

<b>Particulars</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>
Total Population	1,236,829	651,124	585,705
Literate Population	748,584	431,746	316,838.
Urban population	1,219,516	642,208	577,308
Rural Population	17313	8,916	8,397
Working population (Main and marginal)	407188	333151	74037
Non-working population	829641	317973	511,688

*(Source:Census 2011)*

### 1.8.3. Sample selection of Beneficiaries:

In the present study, a total of 300 beneficiaries of NGOs were selected based on convenience sampling from the following four tehsils of Srinagar district : Srinagar North, Tehsil Panthachowk, Tehsil Central Shalteng, Tehsil Khanyar. The statistics and distribution of 300 beneficiaries among four tehsils is reflected in Table 1.2. below:

**Table 1.2: Sample size Distribution**

<b>Tehsil</b>	<b>Niabat (Administrative Unit)</b>	<b>Village</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Srinagar North	Nandpora	Tailbal	126	42%
		Harwan		
	Harwan	Dara		
		Faqir Gujri		
Khanyar	Buchwara	Theed	87	29%
		Nishatbagh		
Central Shalteng	Zainakote	Shalteng	54	18%
		Malroo		
Panthachowk	Khonmoh	Lasjan	33	11%
		Soitengo		
<b>Total</b>			<b>300</b>	<b>100%</b>

*(Source: Primary)*

The above table 1.2 shows that 300 respondents were selected from 10 sample villages among 5 Niabats<sup>9</sup> of 4 tehsils. The following steps were followed to frame sampling design

- Initially, a list of total number of tehsils in Srinagar district was prepared using secondary data sources.
- Further, a list of 4 representative sample tehsils was prepared comprising both rural and urban population of Srinagar district. An effort was made to represent each Tehsil equally as Srinagar district was divided into 7 tehsils after census of 2011 but there was no authentic data available about the demography of all the 7 Tehsils.

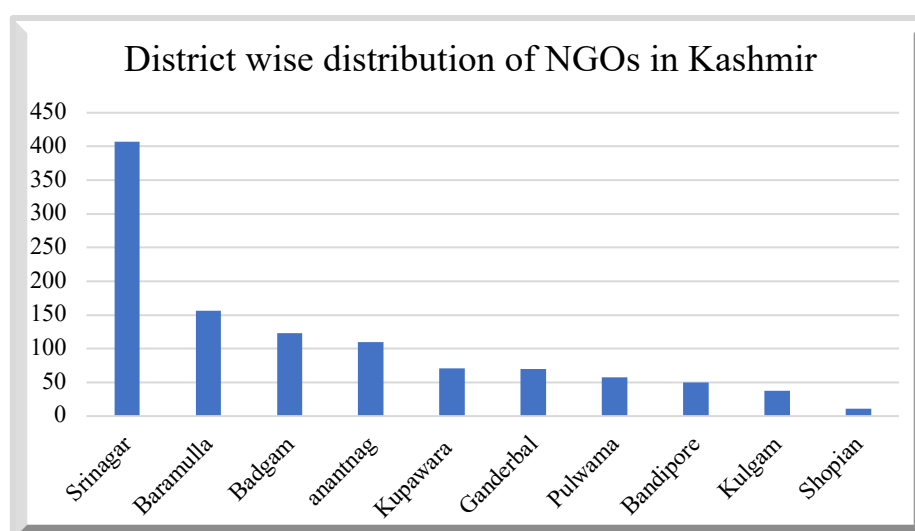
<sup>9</sup> Niabat is an administrative unit headed by Naib Tehsildar, every tehsil has two to three Niabat

- Finally, a total of 300 respondents were selected from 4 representative tehsils using convenience sampling method.
- All the information pertaining to some beneficiaries has been garnered from NGOs as discussed in chapter 4.

**Table 1.3: District wise distribution of NGOs in Kashmir division**

S. No.	District	No. of NGOs
1	Srinagar	407
2	Baramulla	156
3	Badgam	123
4	Anantnag	110
5	Kupwara	71
6	Ganderbal	70
7	Pulwama	58
8	Bandipore	50
9	Kulgam	38
10	Shupiyan	11
<b>Total</b>		<b>1094</b>

(Source: NGO Darpan online)

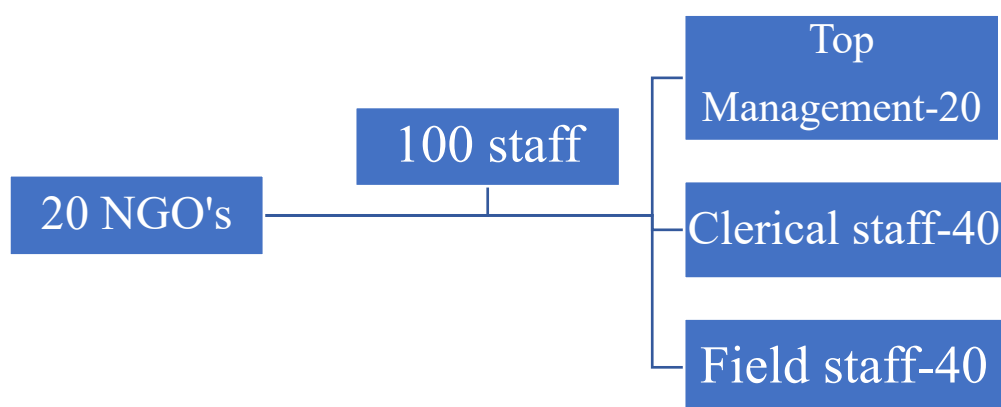


(Source: NGO Darpan online)

**Figure 1.2: District wise distribution of NGOs in Kashmir**



NGO Darpan, an online portal enlists a total of 1094 NGOs in Kashmir division in which majority of the NGOs are present in Srinagar district as revealed from the data above in table 1.3 and figure 1.2. However there are a number of registered, local, national and international NGOs operating in Kashmir valley which are not enlisted in NGO Darpan or any other government department such as voluntary action cell of NITI Aayog or Registrar of Societies Jammu and Kashmir.



**Figure 1.3: Sample distribution of NGO staff for Quantitative Analysis**

The data in the above figure 1.2 represents the distribution of sample among NGO staff wherein a hierarchical approach was followed for sample selection. For quantitative data analysis a total of 100 staff members were selected from 20 NGOs which included 20 staff members from top management (Head, President or Founder), 40 clerical staff (Project officers or Coordinators), 40 Field staff (Field supervisors, Volunteers). The nomenclature of staff in a hierarchy varied from NGO to NGO. However the criteria for sample selection remained the same as reflected in above figure 1.3.

#### **1.8.4. Types of Data:**

The researcher relied on the following two type of data for the purpose of data collection:

**Primary data:** Primary data is that type of data which is collected using different tools and techniques such as questionnaires, interview schedules, Focus group

discussions etc. This study aimed to collect primary data from a total of 410(100+300+10) respondents. With the help of review of literature, discussions with experts and academicians, two sets of questionnaires were designed for the quantitative study of 100 NGO staff members and 300 NGO beneficiaries in Srinagar district.

As there was no authentic data available about the total number of national and international NGOs working in Srinagar, an RTI was filed but the response on RTI mentioned that the information is not available with them. Thereby, NGOs were first selected based on simple random sampling method. Later on, the researcher faced difficulties in getting response from NGOs because of multiple reasons such as no response was given by few NGOs, restrictions & frequent lockdowns imposed during COVID19. Some of the prominent NGOs of Kashmir such as Red Cross Srinagar simply refused to fill response on questionnaires, one of the NGOs inquired about the purpose of this study, asked for personal details of the researcher such as residence, qualification details since 10<sup>th</sup> standard and many other irrelevant queries. Hence, the researcher felt uncomfortable with too many personal questions and left the place immediately without getting any response on questionnaires. Another NGO also refused to fill responses on questionnaires for no particular reason. Thereby, because of all the above cited reasons, researcher followed the following criteria for selection of sample NGOs:

#### **Criteria for selection of sample NGO's**

- Should be registered under different acts and laws as discussed in chapter 2
- Should operate in all areas of socio-economic development.
- Should be active and visible on field
- Should have maintained a proper website for secondary data purpose

Based on the above criteria, the present study selected 20 NGOs which included 2 international and 18 local NGOs. For the purpose of data collection from beneficiaries of NGOs, researcher asked for beneficiary details from NGOs but most of the NGOs did not share any details citing reasons of confidentiality of beneficiaries according to Government of India regulations. Only one NGOs shared few details of its beneficiaries with their consent, the beneficiaries were then identified and responses on questionnaires were taken from them and further, convenience sampling method was

used to select beneficiaries from other areas. As a result, 15 beneficiaries from each NGO were selected among 4 tehsils of Srinagar district.

**Secondary data:** Secondary data is that data which has already been compiled by some other person. Sometimes it gets difficult for the researcher to collect information about certain thing first hand, hence the researcher relies on secondary data. The source of secondary data nowadays is mostly internet such as research articles, news items, statistical reports are available on internet. During the course of this study, researcher collected secondary data through relevant research articles, news items published online on websites of some prominent local, national and internal newspapers such as Rising Kashmir, The Hindu, Indian Express, The guardian and so on. Some of the relevant twitter handles were also followed to remain updated about various NGO activities around the world. Most important source of secondary data for this research were NGO websites where sufficient information about their areas of operation, annual reports and contact details were available. An attempt was also made to find literature relevant to history of local NGOs and voluntary social work in Kashmir in Shri Pratap Singh (SPS) central library Maulana Azad road Srinagar, but no such data was available there. Thereby researcher mostly relied on data available on internet.

#### **1.8.5. Tools of data collection:**

A researcher during the course of his/her study requires tools and techniques for collecting data which varies and sometimes is complex and difficult to collect or interpret. Thereby, a researcher has to select that tool which is most appropriate for data collection and which eventually helps in achievement of objectives of research. Tools for data collection are of different types such as questionnaires, interviews, telephoning and so on.

A major part of this study is quantitative, here researcher relied mainly on questionnaires for the purpose of data collection. Questionnaires were prepared after reviewing relevant literature available on different internet sources, discussions with experts, academicians and NGO staff. Two sets of questionnaires were finally developed for collecting data from NGO beneficiaries and NGO Staff. Pilot study was conducted to identify data structure and assess reliability and validity of scale. Data from 100 respondents was taken randomly for each questionnaire which was then analysed using exploratory factor analysis. The respondents were required to record

their responses in an unbiased manner. The data collected was used to test reliability and validity of the measurement instrument so that the researcher can proceed for main study. The results of pilot study helped in identifying the data structure of measurement instrument, further the results established validity and reliability of scale used in the instrument.

#### **1.8.6. Process of data collection:**

The finalised questionnaires were used to collect data for main study. Researcher started data collection from NGOs as they were convenient to locate with the help of information available on their websites and then researcher proceeded to collect data from beneficiaries which were comparatively difficult to identify.

#### **1.8.7. Data processing, Analysis and Interpretation**

Following the compilation of primary data collected from respondents, the data was analysed by using simple percentage analysis for further interpretation under different themes. The quantitative data was analysed using SPSS and presented in tabular and graphical form. The graphical form makes it easier for the reader to gain an insight into the subject matter in the real time.

### **1.9. Motivation for the study**

The motivation for the researcher to conduct study on role of NGOs in socio economic development of Srinagar district lies in researcher's interest in understanding the mechanism of community development through activities carried out by NGOs in Srinagar district and her own interest in philanthropy. The researcher visited some far-flung areas of Srinagar district such as Dara, upper reaches of Harwan and Faqir Gujri during her post graduate days with a friend who worked as a project officer in an international NGO and engaging as a participant observer was enlightening for the researcher as she observed the working of NGOs at ground level in such hilly areas where basic facilities such as road, water and electricity were not present. In this background, it became researchers innate desire to explore the working of NGOs in Srinagar district which outwardly seems most developed district of Kashmir division but if one looks closer, he/she finds problems which are more complex than any rural area of Kashmir.

### 1.10. Scope of the study

Scope of the study defines the limits of a research i.e. the extent to which a research area has been explored. It basically gives us an overview of key areas investigated in the research. The scope of this study focuses on the following key areas:

- **Overview of NGOs in Srinagar district:** This section provides an overview of the types of NGOs operating in the district and their focus areas of operation.
- **Socio-economic development initiatives of NGOs:** This section focuses on the socio-economic development initiatives undertaken by NGOs in Srinagar district, including projects related to health, education, women empowerment, poverty alleviation, and economic development.
- **Challenges faced by NGOs:** This section examines the problems and hindrances encountered by NGOs in implementing their socio-economic development initiatives, including limited resources, lack of cooperation from local authorities, and political instability.
- **Suggestions and recommendations:** in this section suggestions have been provided for improvement in the working of NGOs in socio-economic development activities.
- The findings of this study provide valuable insights into the functioning of NGOs in socio-economic development of Srinagar district, and it will act as an mirror through which government examines its connection with NGOs and support them wherever and whenever needed.

### 1.11. Delimitation of the study

Delimitation are the factors set by the researcher to identify what to include and what to exclude in a research to achieve its objectives and answer research questions. The delimitation for this study are defined as follows:

- **Geographic Scope:** The research is confined to the Srinagar district of UT of Jammu and Kashmir.
- **Time Period:** The timeframe from 1990 to 2022 was selected for this study due to its key significance in witnessing the transformation of social fabric of Kashmir and the emergence of NGOs as vital actors in responding to the humanitarian

crisis brought about by violence and conflict. Traditionally, Kashmir functioned as a pluralistic and tightly knit religious community with its historical identity as a society rooted in Kashmiriyat<sup>10</sup>, where social needs were met through familial and communal networks. This communal support system was so pervasive that virtually every family in Kashmir could be considered an informal NGO, fulfilling the role of caregiving and assistance. However, the period following 1989 emerged as a turning point for the necessity of NGOs in Kashmir<sup>11</sup>. Escalating violence led to a surge in casualties and victims, highlighting the inadequacy of existing social structures as well as government machinery to address the growing humanitarian crises. Consequently, there arose a significant demand for NGOs to provide essential services, support, and advocacy for those affected by the conflict. The period of turmoil and rise in the number of NGOs in Kashmir following 1989 has been further elucidated in Chapter 3 under the heading “Rise of NGOs in Kashmir: Historical Background”.

- **Population:** The study is limited to the registered NGOs in Srinagar district that are actively involved in socio-economic development activities and 4 tehsils of Srinagar district comprising of majority of NGO beneficiaries.
- **Type of NGOs:** The research has considered only those non-profit organizations that are registered under different acts with government of India including local and international NGOs and operational in the field of socio-economic progress.
- **Development Activities:** The study focuses on NGOs involved in various activities of socio-economic development such as health, environment, education, poverty reduction, and women empowerment. The delimitation of the study provides a clear understanding of the focus and scope of the research and helps in obtaining meaningful and relevant results.

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<sup>10</sup> The concept of Kashmiriyat encapsulates a unified identity for all Kashmiris, regardless of their religious affiliations such as Hinduism, Islam, or Sikhism, emphasizing their unique language, culture, and historical heritage. It's observed to be diminishing in recent times, contributing to communal strains in the Kashmir region.

<sup>11</sup> Suri, A. (2004). NGOs in Kashmir. *Agents of peace and development. IPCS Research paper*, 2, 2-4.

## 1.12. Chapterisation

Considering the magnitude and subject matter of the research, the study has been presented under pre-defined set of chapters. All the subject matter has been kept under subsequent chapters keeping in view the nature and objectives of the study. The following plan was followed by the researcher for the entire study:

**Chapter 1** titled as “**Introduction**” presents a brief about the theoretical framework of study, review of literature and research methodology for the study. It also covers identification of research gap, research objectives and research questions and motivation for study.

**Chapter 2** titled as “**NGOs And Governance: A Theoretical Perspective**” embodies the historical context of NGOs in India, state and civil society, involvement of non-state actors in governance, registration of NGOs under various government of India acts and regulations, classification of NGOs. Furthermore, gives a brief theoretical background of state and collaborative mechanisms for involvement of NGOs in developmental process.

**Chapter 3** titled as “**NGOs and Socio-economic development in Jammu and Kashmir**” deals with exploration of NGOs in Kashmir, it gives a detailed account of some of the prominent NGOs of valley, their areas of operation including peace building, environment conservation and animal rights, and provides brief overview of profile of J&K and Srinagar district.

**Chapter 4** titled as “**Analysis of the role of NGO’s in Socio Economic Development of Srinagar District**” deals with public perception with respect to role of NGOs in socio economic development of Srinagar district and a quantitative analysis of respondents from NGO beneficiaries and NGO staff

**Chapter 5** titled as “**Findings and Conclusion**” presents findings from quantitative as well as qualitative data analyses under different themes and furthermore this chapter has highlighted the challenges faced by NGOs while operating in valley and has also provided some suggestions to improve their working.

### **1.13. Conclusion**

Social development is a process that leads to social institutions changing in a way that increases society's capacity to achieve its goals. It suggests a fundamental shift in the way society organises itself and goes about its business, whether it be through population attitudes and behaviour that are more progressive, the adoption of more efficient procedures, or the use of more cutting-edge technology. Economic development, on the other hand is the increase in a nation's or region's financial resources for the benefit of its citizens. It is frequently believed that economic growth reflects economic development. Moreover, development, whether it is social or economic is a multifaceted process where several institutions take an active part either directly or indirectly. In the modern conception of the role of NGOs in development process, people actively participate in the planning of policies, implementation of those policies, as well as monitoring, and evaluation of plans and policies at various stages of the decision-making process through organised non-governmental organisations (NGOs). It is essential to the government's success, effectiveness, efficiency, economy, and legitimacy.

In the case of UT of Jammu and Kashmir, people from different communities face extreme challenges in terms of employment, education, health and they lag behind in socio economic development due to several reasons of marginalization and poverty. In this backdrop, the process of socio economic development of communities especially in a conflict zone such as Kashmir is a challenging task where government institutions fail to reach the most vulnerable and downtrodden sections for their upliftment through various policy initiatives, thereby excluding a major chunk of population from getting any benefit from schemes and programs undertaken by government. Therefore, it becomes a necessity for government to involve other non-state actors such as NGOs and other CSOs to simplify developmental process of disadvantaged population through collaborative governance.



**CHAPTER 2**  
**NGOS AND GOVERNANCE: A THEORETICAL**  
**PERSPECTIVE**

## CHAPTER 2.

### NGOS AND GOVERNANCE: A THEORETICAL PERSPECTIVE

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#### 2.1. Introduction

The welfare model adopted by state has attributed a wide range of responsibilities upon the state. The welfare state gives primacy to individuals in every socio-economic sphere. In line with state, there are parallel institutions that offer their services to the disposal of government and public at large. These institutions work under the shadow of government and their core areas of operability are education, employment, health, and others. In this context, the previous chapter has cemented the base for research that makes it imperative to explore and analyze the role of NGO's in socio-economic development. Therefore, the present chapter will craft an exploration and delve deep into the organizational structure, role, and objectives of NGOs. All the content has been presented under the ambit of appropriate themes as given below.

#### 2.2. State and Civil Society

The notion of civil society can be tracked back to the writings of 'Thomas Hobbes'. Terms like 'Civitas' and 'Commonwealth' are used by Hobbes to refer to a civil society. According to Hobbesian view "civil society is a framework within which institutions like family structure, economic relationships and religious institution's function" (Hobbes,1968)<sup>12</sup>. Hegel<sup>13</sup>, on the other hand describe civil society as an area of self-interested and needs and puts it between family instead. He emphasizes on the superiority of state then a civil society and states that, so society is not sufficient for a society to survive, that is why state came into existence. Both Hegel and Hobbes believed that it is the civil society which led to the creation of state and civil society on the other hand felt that it was not sufficient to protect its own property in life that is why creation of state was more important. In modern times the government and civil society are interdependent and coexist with other institutions simultaneously.

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<sup>12</sup> Hobbes, Thomas.( 1968). *Leviathan*. Baltimore :Penguin Books. 1588-1679

<sup>13</sup> Hegel, G. W. F. (2015). *The philosophy of right*. Hackett Publishing.

The concept of civil society gained more importance during 1980s when governments across the world started switching towards “representative democracy”. Civil society organizations included several organizations such as labor organizations, trade unions non-government organizations, religious groups, and environment protection groups. Giner<sup>14</sup> (1995) refers civil society as “traditionally advanced sphere of freedoms, individual rights, and voluntary associations”.

In India the origin of civil society can find its mention back in ancient civilization and pre-independence era when several social political movements started and several associations came up such as Brahma Samaj, Ramakrishna Mission, Arya Samaj etc. Their focus was particularly on social issues such as untouchability, sati system, widow remarriage, practice of dowry and so on<sup>15</sup>. The unity among various social activists led to a vibrant civil society in India. In In British India, the Indian national movement led to the rise of an organized civil society activism where different independent civil society organizations were formed operating in a wide range of events.

Nowadays, the enactment of a programme or a scheme of government requires participation from all sectors including public. Here civil society plays an imperative role in reaching an individual at grass root level, interact with them and generate awareness about these welfare programmes. Similarly, several civil society movements started for the conservation of environment in India such as Chipko and Apiko movement which started against deforestation and Narmada Bachao and Aravalli Bachao for the protection of Aravallis and Narmada<sup>16</sup>. Civil society organizations are believed to be an essential factor in progress and development of a country, they act as a link between market and state, and they play an indispensable role in protection of the rights of a citizen.

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<sup>14</sup> Giner, S. (1995). *Civil Society and its Future*/John A. Hall, ed.

<sup>15</sup> Berglund, H. (2009). *Civil society in India: Democratic space or the extension of elite domination* Stockholm: Department of Political Science, Stockholm University

<sup>16</sup> Pattnaik, B. K., & Panda, B. (2005). Perceiving the role of grassroots NGOs: From the new social movement perspective. *Social Change*. 35(3), 1–24.

### 2.3. Historical context of NGOs in India and current discourse

Voluntarism has always been a part of Indian traditions. Voluntarism was the primary source of welfare and growth even during the Rig Vedic era. India has a long history of volunteering, offering services to the sick and the poor<sup>17</sup>. It is more of a portion of cultural heritage and a way of life. Voluntary attempts in the welfare and growth system have experienced evolutionary changes. Mahatma Gandhi, in the beginning of 20<sup>th</sup> century stressed on voluntary work which included philanthropy and selfless work to improve the living conditions of downtrodden and the excluded persons of Indian society which were known as 'Harijans'. Gandhi emphasized on the service of humanity throughout India and gave an 18-point constructive program for the service of humanity which included removal of untouchability, village sanitation, new or basic education, adult education, economic equality of laborers and kisans, education in health and hygiene.

In 1860, to give a legal status to NGOs or voluntary organizations, Society's Registration Act (SRA) was enacted. At this time, these NGOs were mostly religious, charity-based organizations which were established for eradication of social evils such as dowry, widow remarriage, untouchability etc. Some Christian missionaries were also present during this time; they directed their efforts towards improving health facilities, promoting education, improving roads, and reducing poverty. In 1953, for the first time in the history of voluntary work, "Central social welfare board" (CSWB) was established with the main goal of advancement of charitable work in the field of development and social service, with establishment of CSWB, government funding of voluntary organization started through grant-in-aid<sup>18</sup>. Voluntary organizations started gaining more and more importance during this era and their role was recognized for the first time in sixth five-year plan. During 1970s-80s International NGOs started entering India and with this the number of local NGOs also increased and foreign donations started to flow into these organizations, as a result India witnessed mushrooming of NGOs and in 2015 there were about 31 lakh NGOs in India. According to a mapping

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<sup>17</sup> Sharma, A. K., & Talwar, B. (2005). Corporate social responsibility: Modern vis-à-vis Vedic approach. *Measuring Business Excellence*, 9(1), 35–45.

<sup>18</sup> Sarmah, J. K. (2007). Role of non-governmental organisations for tribal development and social welfare. *The Indian Journal of Political Science*, 533-546.

exercise conducted by CBI on NGOs in India “the number of NGOs in this country are more than twice the number of schools, 250 times more than the number of government hospitals, one NGO for 400 people as against one security personnel for 709 people”<sup>19</sup>. According to a study conducted by Participatory Research in Asia “more than 19 million people work as volunteers or paid staff in NGOs”<sup>20</sup>.

The formal registration of NGOs led to their recognition, and they started getting funds and overall support from government agencies. Their need and importance were especially felt because of a famous slogan “Garibi Hatao” during the sixth five-year plan, NGOs in India were asked to collaborate with government for the success of this slogan. Subsequently during the eighth five-year plan with the help of government, a countrywide network of NGOs was promoted. In the ninth and tenth five-year plans, NGOs were sought to promote PPPs in India and develop agricultural sector by spreading awareness among the farmers regarding latest farming methods, government schemes and initiatives<sup>21</sup>.

The subsequent schemes, policies for funding and recognition of NGOs encouraged them to take up community development initiatives, they started participating in almost every field such as health, agriculture, education, human rights, environment, and other sectors as well. They helped in raising awareness among the public regarding their rights and duties, mobilize the youth of a particular community to fight poverty, discrimination, and exclusion. They provided training and started skill development programmes in these vulnerable and excluded areas and served as a link between the people and government. A rapid rise in the number of NGOs in India was witnessed as a response to the increasing concern about poverty and marginalization over time. The majority of NGOs have attained a high level of goodwill because they focus on issues like development, relief, and advocacy that directly help people. During

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<sup>19</sup> Indian Express, (2015, August 1). India has 31 lakh NGOs, more than double the number of schools. Indian Express (online:01-08-2015).

<https://indianexpress.com/article/india/india-others/india-has-31-lakh-ngos-twice-the-number-of-schools-almost-twice-number-of-policemen/>

<sup>20</sup> Pal, M. (2004). Voluntary sector and credibility issues. *Economic and Political Weekly*, 2677-2679.

<sup>21</sup> VANI,(2020). Study Report on National Policy on Voluntary Sector.

<https://www.vaniindia.org/uploads/resources/Study-Report-on-National-Policy-for-Voluntary-Sector-17-02-2021.pdf>

the 1970s and 1980s, with community involvement as a specified element in a number of social sector initiatives, NGOs started to be officially acknowledged as state development partners. However, the process of structural adjustment begun in the early 1990s. This was the period when India opened its economy to winds and vagaries of Globalization. The demands and challenges posed by Globalization were that State transforms itself into network governance model and believe in the participative way of working. State in collaboration with private sector and NGOs embarked on a mission to accomplish the goals of Good Governance. NGOs reinforced the attempts of the State and reached every corner of the country. This was the period when there was serious proliferation of NGOs and they started participating in larger growth story of the country<sup>22</sup>. The NGOs around the world have reinforced those achievements which once seemed impossible. The working of NGOs has brought humongous transformation in the lives of millions of people all over the world especially in developing countries.

#### **2.4. Classification of NGO's**

NGOs have been classified into number of categories based on their area of operation, nature of work, size, and funding patterns and so on. The World Bank in 1995 has classified NGOs into two broad categories:

**Operational NGOs:** The focus of these NGOs is development; hence they mostly work to implement development related projects. The operational NGOs have been further classified as

**Community-Based Organizations or CBOS:** These types of organizations come into existence based on an initiative by a group of people. Such organizations include local committees, youth clubs, women's associations. These organizations are concentrated in a narrow geographic area and service small number of populations.

**National Organizations:** The level of operation of these NGOs is at national level, they mostly operate individually and are concerned with international, national,

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<sup>22</sup> Ebrahim, A. (2001). NGO behaviour and development discourse: Cases from western India. *Voluntas International Journal of Voluntary and Non-Profit Organizations*.12(2), 79–101.

and local issues. these NGOs must operate in collaboration with government institutions to address the underlying reason of problem and provide solution for the same. some of the important national NGOs working in India are Rajiv Gandhi foundation, HelpAge India, Goonj, Pratham etc.

**International organizations:** The headquarters of these type of NGOs is usually located in a developed country and their area of operations is in one or multiple developing or underdeveloped countries. These NGOs provide aid to the third world countries or areas where any natural disaster has occurred. Some of the leading international NGOs are: Save The children, Doctors without Borders, international Federation of Red Cross and Red Crescent societies, ActionAid and so on. These international NGOs work in collaboration with National NGOs or CBOs or local NGOs for identification of beneficiaries and implementation of their projects.

**Advocacy NGOs:** These NGOs work for a specific purpose. They usually work through campaigns to promote a particular cause and raise awareness among the people, such as, some NGOs work to bring attention of the people towards the negative consequences of climate change, while others campaign for human rights, issues of unemployment, political participation and so on. Some of the advocacy NGOs known globally or Amnesty International, Human Rights Watch, Greenpeace and Care International.

Korten (1990), classified NGOs into four main types of namely Voluntary Organizations (VOs), Public Service Contractors (PSCs), Peoples Organizations (POs) and Government Non-Government Organizations (GONGOs). According to Korten, VOs, PSCs and GONGOs referred to as 'Third Party Organizations', as they mostly serve those people who are outside the organization. POs on the other hand are referred to as 'First Party Organizations' as they are managed by people on their own. In addition to classification and nomenclature NGOs are identified by various acronyms as shown below in Table 2.1

**Table 2.1: Diversity of NGO acronyms (Lewis and Kanji, 2009)**

AGNs: Advocacy groups and networks	MO's: Membership organisations
BINGO: Big international NGO's	MSO's: Membership support organisations
BONGOs: Business-organized NGOs	NNGO's: Northern NGOs
CBOs: Community based organisations	NPOs: Nonprofit or not for profit organisations
GONGOs: Government organized NGOs	PVDO's: Private voluntary development organization
GRINGOs: Government run NGO's	QUANGO's: Quasi NGOs
GROs: Grass root organisations	RONGO's: Royal NGOs
IPO's: International people's organization	TNGOs: Transnational NGOs
LDA's: Local development associations	VDA's: Village development associations
LINGOs: Little international NGOs	VNPO's: Volunteer nonprofit organisations

*(Source: Lewis and Kanji, 2009)*

## **2.5. Registration of NGOs**

An NGO or a voluntary organization in India must get itself registered mandatorily so that it is recognized by government and can work in collaboration with government if the need arises. NGOs in India have been classified under three heads for the registration process, those being, societies, charities, or companies. An NGO can be created by registering itself as any of the above three organizations.

**Societies registration act -1860:** This act was enacted by the government of India in the year 1860. It is the simplest form of legal procedure to get an NGO registered. This act was enacted for registering "literary scientific and charitable societies". To register an organization as a company, it must restrict its work to the



fields of science, religion, charity, art, commerce, and other important purposes. The charitable purposes for the registration of NGO can be “poverty alleviation, development of religion or other commitments helpful to the community, education to poor and vulnerable”<sup>21</sup>.

**Indian trust act -1882:** Some voluntary organizations can be registered under this act too, either as a charitable trust or a private trust. Here the group of members of a trust are called trustees who work together according to a defined set of rules and objectives mentioned in trust deed, where the details of trust are exclusively written including name, address, objectives, beneficiaries, and other conditions.

**Companies’ regulation act -1956:** To register an organization as a company, it must restrict its work to the fields of science, religion, charity, art, commerce, and other important purposes. This option of registering an NGO is cumbersome and expensive and hence is not usually opted by NGOs<sup>23</sup>.

In addition to the primary acts of NGO registration, mistrust between the government and NGOs during the 1970s led to the enactment of the Foreign Contribution Regulation Act (FCRA) in 1976 to monitor and control the foreign funds received by these organizations. NGOs are required to register with NITI Aayog under this act<sup>24</sup>. Several NGOs have been banned or blacklisted for misusing funds, engaging in terror financing, or conducting activities deemed a threat to national security.

## **2.6. NGOs and Socio-Economic Development: A Theoretical Perspective**

The theoretical perspective of the issues concerning vulnerability, social exclusion and other socio-economic problems and the role of NGOs in socio economic development can be accessed from the following theories:

Being poor does not only reflect that a person is not financially stable, or he lacks money to support a decent way of life. It has many problems associated such as malnutrition, access to basic hygiene and healthcare facilities, social ostracization, and

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<sup>23</sup> Kumar, M.et al (2010). Micro-finance as an Anti-Poverty Vaccine for Rural India. *International Review of Business and Finance*,2(1), 29–35.

<sup>24</sup> Garain, S. (1994). Government-NGO interface in India: An overview. *Indian Journal of Social Work*,55, 337–337.

a lack of inclusion in the process of decision-making. Poverty has a disproportionate impact on various groups of individuals. Despite a period of remarkable economic progress and considerable enhancement in living standards of the poor and disadvantaged, the World Social Report (2020) by UN underlines wide inequalities both within a nation and across various countries. The report also emphasizes how socio-economic status, origin, race, and gender have a huge impact on opportunities a particular individual has in life. Governments play a crucial role in promoting equality in societies by safeguarding the weak and ensuring that the benefits are distributed equally among all sections in an unbiased manner. The choices made by other nations, however, can stifle domestic policymaking in our more interconnected globe. Today, more than 70% of the total population of world lives in countries where economic inequality has increased over the preceding three decades<sup>25</sup>

The following theories elucidate the phenomenon of inequality, vulnerability, and marginality in developed, developing and underdeveloped nations:

**Social exclusion theory:** Rene Lenoir from France first introduced the term “social exclusion”<sup>26</sup> in the 1970s; however, it did not gain significant recognition until the 1980s. Social exclusion refers to the process by which individuals or groups are denied complete access to rights, resources, and opportunities that are typically available to other community members and are essential for social participation. This exclusion can occur in various areas such as housing, healthcare, education, employment, state politics, and more. Social exclusion, a multifaceted concept, creates a social divide by preventing members of the marginalized community from engaging in daily activities and discussions within their social environment (Byrne, 2005). As a result, those affected by social exclusion are unable to contribute to the socio-economic and political structures of their society. Consequently, this exclusion may lead the marginalized community to rebel through lobbying, protests, and demonstrations. (Sen, 2000).

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<sup>25</sup> Wilkinson, R. G., & Pickett, K. E. (2006). Income inequality and population health: A review and explanation of the evidence. *Social Science & Medicine*, 62(7), 1768-1784.

<sup>26</sup> Levitas, R. (2006). The concept and measurement of social exclusion. In *Poverty and social exclusion in Britain* (pp. 123-160). Policy Press.

Some excluded groups are unable to receive public services, which restricts their chances for long-term growth on the economic, social, and human fronts. Free school lunches and the abolition of tuition fees and free healthcare are a few policies that have been successful in social inclusion (for instance, in some Indian states). Long-term advantages, such as an increase in learning and a greater commitment to education, will be facilitated by involving excluded groups and enabling them to actively contribute to decisions that impact their lives (such as decision related to community schools or language which is used to teach children). Social inclusion, for instance, giving ethnic minority children in distant areas better access to high-quality education increases the likelihood that they will acquire respectable jobs and support economic growth. In the long run, programmes that address stigma and discrimination might reduce public spending on social exclusion by, for example, reducing violent conflict and the spread of HIV and AIDS. CSOs, such as religious institutions and nonprofit organisations, can assist marginalized populations in exercising their rights.

Additionally, they are essential in promoting increased representation, voice, and participation for marginalized groups in decision- and policymaking. They can connect local initiatives with regional, national, and global policymaking. For instance, In India, a trade union for women working in the unofficial sector called the self-employed Women's Association has significantly improved the lives of these women by offering them direct services including primary healthcare, savings, and insurance (DFID,2005). It also advocates for policy reform at local, state, national, and international levels and challenges laws that are biased against the interests of women (e.g., registration of trade unions). International partnerships are becoming more crucial for connecting CSOs that advocate for social inclusion of disadvantaged women, children, youth, disabled persons, and the elderly.

**Vulnerability theory:** Martha Fineman's "Theory of Vulnerability" is based on "the understanding that many events are beyond the control of a human being"<sup>27</sup>. It suggests that vulnerability is a deep-seated aspect of the human experience and that governments have a duty to address it positively by guaranteeing that everyone has an

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<sup>27</sup> Fineman, M. A. (2019). The limits of equality: vulnerability and inevitable inequality. In *Research handbook on feminist jurisprudence* (pp. 73-90). Edward Elgar Publishing.

equal access to the organizations of society that allocate resources. Thus, the theory offers a different framework for enormous social welfare initiatives and defines the function of government (Fineman,2016). According to Fineman , this duty is in line with the state’s main goal.

Furthermore, in Fineman’s opinion, the state ought to be answerable for the effects and functioning of these institutions since it is the government that has granted legitimacy and authority to social organisations that enhance resilience in some while minimizing it for others (Fineman,2019). In an article titled “Elderly as Vulnerable: Rethinking the Nature of Individual and Societal Responsibility”<sup>28</sup> published in 2012, Fineman specifically applied the idea to a specific policy issue. In that paper, Fineman examines the vulnerability theory's consequences for elderly citizens in general and the duty of state towards such citizen in particular. She contends that community as whole is obliged to safeguard the elderly people since they, like other disadvantaged members of a community, are vulnerable. Thereby from this theory it can be concluded that vulnerability and dependence are characteristics of all people and are innate to them, however it becomes duty of state as well as non-state actors should frame policies to provide decent standard of living and reasonable opportunities to vulnerable so that they can grow and do not feel excluded in a society.

**Collaborative governance:** Along with territoriality, problems related to governance or the methods of governance define a state. In formal terms, governance refers to the methods of social organization through which participants engage in creating and implementing rules. Collaboration on the other hand can be described as the “manner in which organizations with a stake in a problem strive for a mutually agreed resolution (by pursuing) aims that they could not accomplish operating alone”<sup>29</sup>.It is a method of governance in which more than one organisation take an active part and include non-state stakeholders in a consensus-oriented, and mutual decision-making process with the main aim of framing or executing public policy. Behaviourally, the state should be the sole decision making authority and carry them

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<sup>28</sup> Fineman, M. A. (2012). Elderly as vulnerable: rethinking the nature of individual and societal responsibility. *Elder LJ*, 20, 71.

<sup>29</sup> Vigoda, E. (2002). From responsiveness to collaboration: Governance, citizens, and the next generation of public administration. *Public administration review*, 62(5), 527-540.

out autonomously, without seeking any external help i.e. in theory, a state alone should decide on the allocation, and administration of services in a society. However, according to empirical evidence, as problems get more complicated, networks of public, commercial, and not-for-profit organisations are increasingly spreading in industrialised countries to replace markets and hierarchies. NGOs can affect how well governments function in public administration when NGOs and governments collaborate.

The **Social Entrepreneurship theory** which emphasizes the role of NGOs as social entrepreneurs<sup>30</sup>, working to address problems at societal level and generate positive social transformation. The altruistic inclinations of business enterprises have developed into a form of social entrepreneurship. To implement developmental initiatives for local communities, this type of entrepreneurship frequently collaborates with NGOs and public administration organisations to deliver solutions that are transferable, scalable, and affordable (Chand, 2009). Social projects for local communities cannot be addressed through social entrepreneurship alone. Instead, it must be done in cooperation with government agencies and non-governmental organisations (NGOs) capable of bringing about social change. This theory can be applied to understand the initiatives undertaken by NGOs in education, health, and livelihoods, and their impact on the local communities in Srinagar district.

The **Political economy theory** emphasizes the role of political and economic structures in shaping development outcomes, and it investigates how the population and the government of a country interact when public policies are implemented. It stresses on pluralism, which values the power of differences as opposed to diversity, it stresses on binding people together based on shared beliefs and ideals and helps to achieve a common goal (Cooley and Ron,2002). This theory has its application in the collaboration of NGOs with government agencies in implementation of plans and policies at ground level as they work closely with local communities and can keep

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<sup>30</sup> Social entrepreneurs are transformative leaders whose achievements open up opportunities for the underprivileged.

constantly monitoring the impact of such policies and acts as a channel of communication between government and local communities.

The **Social Capital theory** highlights the importance of social connections and networks for effective development (Abom,2004). This theory emphasizes, that social interactions and links can help in growth and progress of people by contributing to priceless resources. Building social capital is a means to endorse growth, efficiency, and development in general. When people with different backgrounds assemble together having common objectives to achieve, they exchange ideas, share resources, knowledge, and work jointly. For instance, student associations in universities and colleges, groups of professionals who work for the same company, etc. Through trust and a sense of common goal, conventions, ideals, and interpersonal relationships, it enables a society or a not-for-profit organization, such as a corporation or an NGO to work as a unit. Simply put, social interactions facilitate the benefits of social capital to society. This theory can be applied to assess the role of NGOs in building social capital in the local communities and the impact of their initiatives on such communities.

## **2.7. NGOs and Socio-Economic Development in India**

The NGO sector, also known as “third sector”<sup>31</sup>, has gained tremendous importance in the last few decades as they are proving themselves to be an indispensable part of nation building, NGOs have proliferated in almost every area of development including environmental, economic, and other developmental sectors such as health, education and so on thus playing a key role in bridging the gaps between government and people and reach the remotest parts of our country to ensure successful implementation of schemes and projects and raise awareness regarding various benefits vulnerable people can avail from NGOs and government. NGOs ensure that every individual gets education, employment and health facilities which are the basic requirements of a human being. They contribute to socio-economic development of a country in several ways and have become savior of the poor and vulnerable by providing them food, shelter, and clean drinking water. NGOs in India are visible in

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<sup>31</sup> Kallman, M., & Clark, T. (2016). *The third sector: Community organizations, NGOs, and nonprofits*. University of Illinois Press.

many areas and are working in collaboration with government towards socio-economic growth of every individual in this country as discussed below:

### **Poverty Alleviation**

Alleviating or ending poverty has been the major thrust of every government in India since Independence. There has been no estimate of poor in this country since 2011, however according to the estimates by United Nations in 2019 there are about three 64 million people in this country live below the poverty line, that is approximately 28% of the population (Mahapatra,2021). NGOs have been participating actively in poverty alleviation programmes, their main aim to form an organization is to help the poor, downtrodden and the most vulnerable. They are working at grassroot levels to eradicate both urban as well as rural poverty. They run various awareness programmes, campaigns, and developmental projects in collaboration with international NGOs and government to end the factors which lead to poverty in a particular area, they provide basic needs to these people such as sanitation, education, better nutrition etc. so that they can live a life with dignity.

### **Women and Children Empowerment**

NGOs work at grassroot levels, in slums of urban areas and in the remote parts of a village to make provisions for education of children, work for their better health, provide them clean and safe drinking water and other basic facilities. These children are the future of tomorrows India, and they should be qualified enough to contribute towards their own growth as well as towards nation building. On the other hand, many women Self-Help Groups (SHGs)<sup>32</sup> have developed initiatives to provide skill development courses to women to help them earn their own income and increase their dignity and self-esteem. In India women and children can be seen as the most vulnerable to crimes and abuse, they are looked down and considered as weak who are usually dependent on others, the role of NGOs in the empowerment of women and children has been tremendous, they highlighted the issues of domestic abuse, child labor, rape, molestation etc. and thereby stronger legislations were made by Indian

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<sup>32</sup> Self-Help Groups (SHGs) are small, informal collectives formed to allow members to gain economic advantages through mutual assistance, solidarity, and shared accountability.

government for the protection of women and children (Gupta,2021). NGOs reach to rural women, listen to their concerns, and provide them help wherever in whenever needed.

International NGOs such as Save The children working in India have rescued and helped many children and women from child trafficking, violence, abuse, exploitation, malnutrition, access to education and basic sanitation (Sharma,2007). These NGOs work with local communities to address issues of concern especially related to women and children.

### **Employment**

Despite the increasing literacy rate in India, there is a huge number of unemployed youths which is about 83% of the total unemployed<sup>33</sup>. NGOs play a vital role in minimizing unemployment, they provide trainings, different 6 skill enhancement courses, E-skills, and entrepreneurship training to these youth so that they can start earning. They run campaigns and programmes for providing training and livelihood to youth. Unemployed sections from urban areas are encouraged for new start-ups, communication skills and computer skills are provided to them while as in rural areas “apprenticeship training” and “vocational training” is provided (Uma R,2013). NGOs help in social mobilization and pave way for development. Their main aim is to make societies self-reliant in which government was not playing any major role. NGOs are running various programs for employment generation especially in rural areas of India through Self-Help Groups (SHGs); thus, NGOs have indeed helped people to come out of poverty and helped the nation to grow economically and achieve the goals of sustainable development.

### **Sustainable development**

NGOs in India have been functioning in cooperation with government to achieve the goals of sustainable development. Together, they frame policies, implement them in consultation with local communities to help them grow, improve their living

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<sup>33</sup> International Labour Organization.(2023), *Skills strategies for a better future: A global perspective on the future of work* (ILO DWT for South Asia and Country Office for India, 2023), [https://webapps.ilo.org/wcmsp5/groups/public/---asia/---ro-bangkok/---sro-new\\_delhi/documents/publication/wcms\\_921154.pdf](https://webapps.ilo.org/wcmsp5/groups/public/---asia/---ro-bangkok/---sro-new_delhi/documents/publication/wcms_921154.pdf).



conditions without affecting the future generations. According to “Johannesburg plan of implementation”, sustainable development implies “social development, economic development and environmental protection as codependent and mutually supporting pillars”<sup>34</sup>. NGOs play a crucial role in promoting sustainable development at the grassroots level by focusing on capacity building, fostering self-reliance, and providing microfinance. Through these initiatives, NGOs empower marginalized communities by enhancing their skills, education, and awareness, which in turn improves their overall quality of life. Moreover, NGOs often implement programs that address various social, economic, and environmental challenges, ensuring a holistic approach to sustainable development. This comprehensive support not only elevates the living standards of individuals but also strengthens the resilience and sustainability of local communities (Nikkah and Redzuan, 2010).

## **2.8. Accountability of NGOs**

Accountability of NGOs is distinguished between internal accountability and external accountability. Internal accountability implies accountability towards staff, board, and other member members. On the other hand, external accountability implies accountability to donors, beneficiaries, international organizations such as UN or World Bank. NGOs remain accountable to their stakeholders in several ways such as remaining transparent about donations and funds received and utilized, reports, performance assessments etc. These accountability mechanisms make it easier for beneficiaries or a donor or any other stakeholders to identify a trustworthy NGO (Tilt, 2007). The increased amount of funds received by NGOs in the form of foreign donations has led to the suspicion in these organizations and people have started demanding accountability as many cases of terror financing of NGOs are found in India which are considered as a threat to national security. As a result, many NGOs are either blacklisted or banned by government.

The number of NGOs in recent years has grown exponentially and they are working in almost every area including research, imports and exports etc. NGOs

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<sup>34</sup> United Nations. (2002). *World Summit on Sustainable Development, Johannesburg 2002*. Retrieved from <https://www.un.org/en/conferences/environment/johannesburg2002>.

complement the work of government in the upliftment of poor, under privileged and vulnerable sections. As world bank explains an NGO as “Private organisations that engage in actions to alleviate sufferings, endorse interests of poor, environment conservation and carry out community development programs ”(Werker and Ahmed, 2008). In India the role of NGOs has created an extraordinary impact on nation building, due to their all-encompassing and comprehensive nature ,NGOs are often referred to as third sector. The reliability and credibility of this sector is often questioned on various grounds such as transparency, funding patterns, source of donations, foreign funding, lack of information, nexus between various agencies etc. The accountability of NGOs depends on a number of factors as NGOs perform a wide range of functions, thereby the practice of accountability varies from one NGO to another. For instance, the NGOs which are associated with charities and human rights are questioned more than those which are “for profit organisations”<sup>35</sup>

In 2014, the government acted intensely towards the cases of corruption and terrorism in India. Consequently, 188 NGOs were identified by ‘Intelligence Bureau’<sup>36</sup> as there were cases of misuse and embezzlement of funds against them. The government of India made some strict rules for NGOs receiving foreign funds which included, to get these organizations necessarily registered with government under Foreign Contribution Regulation Act (FCRA). In 2016, a portal called ‘NGO Darpan’ was established and NGOs throughout India were asked to enter their details in this portal which provided them a ‘unique ID’ to be used at the time of getting grants from government. Government of India also empowered NITI Aayog to keep a check on the working of these NGOs throughout the country (Yesudha, 2018). Moreover, NGOs are required to submit several reports to their stakeholders including financial reports which are required by their regulators to ensure minimum levels of financial accountability (Christensen and Ebrahim,2006). Ebrahim(2003) in his paper has also discussed five broad mechanisms or groups of accountability practices used by different

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<sup>35</sup> Cordery, C., Belal, A. R., & Thomson, I. (2019, January). NGO accounting and accountability: past, present and future. In *Accounting forum* (Vol. 43, No. 1, pp. 1-15). Routledge.

<sup>36</sup> Press Trust of India. (2015, April 8). Misusing NGOs: 188 foreign donors under scanner for laundering. *Business Standard*. [https://www.business-standard.com/article/pti-stories/misusing-ngos-188-foreign-donors-under-scanner-for-laundering-115040800712\\_1.html](https://www.business-standard.com/article/pti-stories/misusing-ngos-188-foreign-donors-under-scanner-for-laundering-115040800712_1.html)

NGOs, those being “reports , performance assessment and evaluations, disclosure statements, social audits and self-regulations”

Furthermore, the credibility of NGO sector has come under a scanner as they are being questioned for their “crisis of accountability and transparency”<sup>37</sup>. There is a huge pressure on NGOs to become more and more transparent and share information but it has been observed that many of the NGOs show reluctance while sharing any information, consequently it affects the effective regulation of these organisations and hence their overall efficiency. In this regard Stiglitz (2006) noted, “to imagine that any organisation is perfect and infallible or having absolute confidence in the activities being carried out is to fly in the face of reality”. Stiglitz also argues that transparency is important for any organisation especially those which are dealing with charities so that all stakeholders can have checks and balances and minimize misuse, misappropriations, corruption and chances of other blunders as well. If there is no accountability it becomes difficult for these stakeholders to hold these organisations accountable. Sometimes there is a close nexus between NGOs, donors and beneficiaries which also goes unchecked due to lack of transparency. Many arguments are put forward to improve the accountability of NGOs:

- Increase in transparency and accountability of NGOs may eventually lead to the increase in trust and confidence of stakeholders in these organisations and hence increase their efficiency, effectiveness, and legitimacy.
- The performance of NGOs and learning improves with the help of practices such as accountability and transparency (Brown et al,2000)
- Accountability also minimizes the negative impact on the minds of its stakeholders and also reduces chances of criticism and allegations against them.

### **2.81. Accountability of NGOs in India and FCRA regulations**

NGOs in India are under increasing pressure to be accountable to various stakeholders, particularly donors and beneficiaries. The Supreme Court of India, in 2017, underscored the need for accountability due to the absence of a robust regulatory

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<sup>37</sup> McGann, J., & Johnstone, M. (2006). Global Policy Forum. *International Journal of Not-for-Profit Law*.

mechanism to monitor fund utilization. It called for stringent measures and emphasized the initiation of civil and criminal proceedings against organizations found misappropriating funds<sup>38</sup>.

Even before the Supreme Court's directives, CAPART (Council for Advancement of People's Action and Rural Technology) was established to mediate between the government and NGOs. Since 1984, CAPART has blacklisted 899 NGOs, and the Central Social Welfare Board has ceased assistance to and blacklisted numerous organizations<sup>39</sup>. However, this blacklisting negatively affected public trust in NGOs. Activists, notably Bunker Roy, advocated for a regulatory mechanism and proposed a "National Council for the Voluntary Sector" to endorse legitimate organizations (Yesudhas,2018).

In India, NGO accountability varies from NGO to NGO as observed by Parthasarathy (2012) that most NGOs are primarily accountable to their donors, displaying a donor-centric or upward accountability approach. Mir and Bala (2015ta) noted that self-financed NGOs find accountability easier, whereas those reliant on foreign funds spend considerable resources satisfying donor requirements. Niumai (2006) found that NGOs are more accountable to government institutions and foreign funders than to the communities they serve.

To ensure transparency, the Indian government enacted the Foreign Contributions Regulating Act (FCRA) in 1976, subsequently amending it several times. The FCRA aims to monitor NGO transactions to safeguard national interests, particularly in sensitive areas like human rights, child labor, health, and religious activities<sup>40</sup>. However, criticism of the FCRA has grown, with claims that it disproportionately affects NGOs

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<sup>38</sup> Supreme Court to Central Government: Make NGOs Accountable for Funds, Blacklisting, Fake Funds. (2017, January 11). *Indian Express*. Retrieved from <https://indianexpress.com/article/india/supreme-court-central-government-make-ngos-accountable-for-funds-blacklisting-fake-funds-source-4468718/>.

<sup>39</sup> The Hindu. (2016, December 16). 833 NGOs blacklisted for misappropriation of funds: CAPART. *The Hindu*. <https://www.thehindu.com/news/national/833-NGOs-blacklisted-for-misappropriation-of-funds-CAPART/article16854265.ece>

<sup>40</sup> Jain, G. (2020, December 27). Legal aspects of NGOs: Foreign Contribution Regulation Act (FCRA), 2010. iPleaders. Retrieved from: <http://blog.ipleaders.in/legal-aspect-ngos-foreign-contribution-regulation-act-2010/>

working in these areas, leading to the cancellation of foreign funding for organizations like Greenpeace and Amnesty International in India since 2014.

## **2.9. Conclusion**

The credibility of NGOs is undermined because of cases of corruption, misuse of funds, they act as haven for organized crimes disguised as charities and orphanages. It leads to distrust among people especially among donors who wish to donate for a generous cause but are unaware of their underlying motives. Thereby NGOs should have a clear policy on the issues of accountability and transparency and should be willing to incorporate suggestions from other actors of civil society to improve their trust and confidence among their stakeholders.

**CHAPTER 3**  
**NGOS AND SOCIO-ECONOMIC DEVELOPMENT IN**  
**JAMMU AND KASHMIR**

## CHAPTER 3.

### NGOS AND SOCIO-ECONOMIC DEVELOPMENT IN JAMMU AND KASHMIR

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#### 3.1. Introduction

Undoubtedly, NGOs are becoming more and more significant in today's era. The role of non-governmental organizations (NGOs) in the global scenario is crucial. They supply insightful ideas, efficiently promote constructive change, offer crucial operating support for relief and growth operations, and usually improve the transparency and legitimacy in the international governance system. UN Secretary General has emphasized the significance of NGOs. He has repeatedly stated NGOs as the UN's "indispensable partners"<sup>41</sup>, whose task is more essential than ever in supporting the organization in achieving its objectives. He also stated that NGOs are partners in both "the implementation of policies"<sup>41</sup> and "the process of discussion and policy making"<sup>41</sup>.

The international conferences of the 1990s gave NGOs a huge boost in relevance, particularly the important environmental conference held in Rio de Janeiro in 1992, which attracted over ten thousand NGOs. NGOs had never previously been so distinguished, so motivated, and so indispensable to the geopolitical negotiation process. The conferences that followed in Vienna in the year 1993, Cairo in 1994, and Beijing (1996) all agreed to the new dynamism and importance of NGOs (Lee, 2000)). NGOs are challenging national governments, altering social norms, and forming strong transnational alliances with their counterparts. Additionally, they are gaining ground in historically state-dominated high-politics sectors including trade, banking, and arms control. NGOs have a four-fold impact on governments, multidimensional organizations, and multinational corporations: they define agendas, negotiate outcomes, grant legitimacy, and implement solutions.

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<sup>41</sup> United Nations. (2005). *Committee on NGOs Recommends Consultative Status for Three Organizations, Defers Action on Others*. Retrieved from: <https://press.un.org/en/2005/ngo581.doc.htm>.

### 3.2. Jammu & Kashmir: A brief overview

If translated literally, Kashmir means “land dried up from water”-Ka and “Shimeera”<sup>42</sup>- land, to desiccate. According to legend, the great saint Kashyap of ancient India drained Kashmir’s primordial lake. It was a part of Ashoka’s kingdom, who is accredited with laying the groundwork for Srinagar's foundation in or about 250 BC<sup>43</sup>. The study of historiography was created in Kashmir in the 12th century A.D. by Kalhan, the first Kashmiri historian, who wrote the first historical work, *Rajatarangini* (Stein,1989). The oldest king of Kashmir, according to the *Rajatarangini*, it was Gonanda I, who seems to have governed just before the Mahabharata. According to Kalhana, the Gonanada dynasty governed the Gupta period for almost 300 years, controlling it almost entirely. Additionally, it is thought that the Huns and Kushanas dominated Kashmir at this time. *Rajatarangini* has provided an extensive account of the conquests of King Lalitaditya Muktapida and other rulers of Kashmir pre 1947(Kalla,1997).

In 1819, Maharaja Ranjit Singh annexed Kashmir, making it part of the Sikh kingdom. However, after the two Anglo-Sikh wars, Sikh sovereignty in Kashmir was eliminated. Under the Treaty of Amritsar, the British sold Kashmir to Gulab Singh for 75 lakhs of rupees (Pir,2013). Maharajas Partap Singh (1885–1925) and Hari Singh subsequently ruled the region. In 1925, Maharaja Hari Singh ascended the throne and remained in power until 1950. Following India's independence, Maharaja Hari Singh hesitated to join either India or Pakistan. When Pakistan attacked Kashmir the following year, the Maharaja sought assistance from the Indian government and agreed to accede to India. In 1956, a new Constitution was adopted, integrating Kashmir into the Indian Union. Subsequently, the state of Jammu and Kashmir was granted special status under Articles 370 and 35-A of the Indian Constitution after signing an accession agreement with the Indian government. However, the special status of the state was abrogated in 2019 and J&K was divided into two UTs of Jammu and Kashmir, and Ladakh (Rather,2020).

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<sup>42</sup> Directorate of Economics & Statistics, Jammu & Kashmir. (2008). *Economic survey 2007-08*. Retrieved from <https://ecostatjk.nic.in/pdf/publications/socioeconomic/2007-08.pdf>.

<sup>43</sup> Punjabi, R. (2018). Kashmiriyat: The Mystique of an Ethnicity. *Himalayan and Central Asian Studies*, 22(4), 7-0\_4.



### 3.3. Geography of Jammu and Kashmir

Jammu and Kashmir is located between 73°26' and 83°30' east longitude and 32°17' to 36°58' north latitude<sup>44</sup>. The state's geology is such that lowland valleys encircled by mountains are its defining feature; the most significant of them is the valley of Kashmir, which is about 1700 metres exceeding sea level and is encircled by the powerful Himalayas, other valleys include the Chenab Valley, Tawi Valley, and Sindh Valley (Raina,2002). Geographically, the UT of Jammu and Kashmir is split into four regions: the Kandi belt, a rugged and semi-mountainous plain; the Siwalik ranges of hills; the Kashmir valley and Pir Panjal range of mountains. Many lakes, rivers, rivulets, and glacial areas may be found in this UT. Jhelum, Indus and Chenab are three of this state's major rivers. Due to its geographic location and topography, the UT experiences quite wide climate changes and temperature fluctuates geographically.



(Source: Nations Online Project)

Figure 3.1: Political Map of Jammu and Kashmir

<sup>44</sup> Zaz, S. N., Romshoo, S. A., Ramkumar, T. K., & Babu, V. (2018). Climatic and extreme weather variations over mountainous Jammu and Kashmir, India: physical explanations based on observations and modelling. *Atmos Chem Phys Discuss*, 19, 15-37.

### **3.4. Demographic trends of Jammu and Kashmir**

According to census of 2011, the UT of J&K has a population of roughly 12 million. The UTs population density per square kilometer is 56, which is somewhat lower than the national average. The UTs growth rate, which is over 23%, is slightly higher than the national growth rate, which is roughly 17%. In Jammu and Kashmir, 27.38% of the population resides in urban areas. 3,433,242 people, 1,866,185 of whom live in urban areas, and 1,567,057 of whom do not, make up the entire population of these places<sup>45</sup>. In the last 10 years, there has been a 27.38 percent increase in the urban population. In Jammu and Kashmir's urban areas, there are 840 females for every 1000 males. The urban region's child (0–6) sex ratio was 850 girls to every 1000 boys. There were 425,897 children (0–6 years old) overall who resided in urban areas of Jammu & Kashmir. 12.41% of the population in the urban area was made up of children (0-6). On the other hand, 72.62% of the total population of UT live in rural areas. Only 26.67% of the UT's total population was literate in 1981 compared to 36% for the nation, according to the census 1981. However, In 2011 population census, Jammu and Kashmir's literacy rate has been increasing and is at 67.16 percent. Of that, 56.43 percent of female and 76.75 percent of male are literate. The literacy rate of Jammu and Kashmir was 55.52 percent in 2001, with male and female literacy rates being 66.60 percent and 43.00 percent, respectively. Muslims make up most of the population, followed by Hindus. Buddhist and Sikh minorities are also present in Jammu & Kashmir. In Kashmir, 96.41% of the population is Muslim, with a minor Hindu and Sikh population of 2.45% and 0.81%, respectively, according to census data<sup>46</sup>.

### **3.5. Administrative set up of Jammu and Kashmir**

The union territory of J&K is divided into 20 districts and 2 divisions, Jammu Division on one side and Kashmir Division on the other. The provisions of Article 239 of the Constitution of India govern the administration of this union territory. Currently,

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<sup>45</sup> Directorate of Economics & Statistics, Jammu & Kashmir. (2021). *Digest of Statistics 2020-21*. Retrieved from <https://jkplanning.gov.in/pdf/Digest%20of%20Statistics%202020-21.pdf>.

<sup>46</sup> Census India. (n.d.). *Jammu & Kashmir Population 2023 Census*. Retrieved from <https://www.censusindia.co.in/states/jammu-kashmir>.

it is the President of India who appoints the Lieutenant Governor (LG), who oversees Jammu and Kashmir, on the recommendation of the central government. Moreover, J&K has a High Court, which also functions as the high court for Ladakh and has jurisdiction over the union territory. The High Court of J&K has the authority to conduct judicial reviews of legislative acts and oversee the operations of lower courts.

### **3.6. Economy Of Jammu and Kashmir**

J&K has a vast area which has enabled it to cultivate main fruits because of its rich natural resource base. J&K has a very wide range of agro climatic conditions, which greatly increases its potential for horticulture. The UT has a thriving food processing and agro-based economy (except for traditional grinding and extraction plants). J&K has a climate that is perfect for floriculture and a huge variety of flora and animals<sup>47</sup>. The traditional handicraft business has grown to be a significant industry, and J&K is known for its world-renowned handicrafts. The industry has been receiving significant attention from the government because of its sizable job base and export potential.

The UT is renowned for its small-scale and cottage industries, which include the production of papier-mâché, walnut wood, basketry, copper and silversmith, silks, shawls, and carpets. About 340,000 artisans are directly and profitably employed by the cottage handicrafts sector. With more than 500 mineral blocks, Jammu and Kashmir is a resource-rich province<sup>48</sup>. The stock of valuable resources includes mushroom farming, saffron (Kesar), herbs, and medicinal bushes. Only J&K in India has access to abundant borax and sapphire deposits. Bauxite, silica, and marble are further minerals. Jammu & Kashmir is the most well-known and popular tourist destination in northern India due to its easy access to lush meadows and evergreen forests. As time goes on, there is a growing tendency in the number of tourists, and the winter season is a significant factor in drawing visitors from outside India. Globally renowned tourist locations include Mughal Gardens, Patni top, Gulmarg, and the Holy

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<sup>47</sup> Department of Horticulture, Jammu & Kashmir. (n.d.). *About Us*. Retrieved from: <https://horticulture.jk.gov.in/aboutus.html>.

<sup>48</sup> Government of Jammu & Kashmir, Department of Industries & Commerce. (2020). *Order No. 54 IND of 2020*. Retrieved from: <https://www.jkindustriescommerce.nic.in/Orders%202020/54%20IND%20of%202020.pdf>.

Shrines of Amarnath and Vaishno Devi. The tourist sector employs the most people across a variety of industries, including transportation, horseback riding, winter sports, hotel service, etc.

### **3.7. Brief background of Kashmir conflict**

The Kashmir conflict erupted after the partition of British India in 1947, with Jammu and Kashmir (J&K), a princely state under Maharaja Hari Singh, opting for accession to India by signing “instrument of accession” in 1947 amid opposition from Pakistan, leading to unrest in the region (Alam et al,2016). The United Nations intervened, establishing the UN Military Observer Group in India and Pakistan (UNMOGIP) in 1948 to monitor the ceasefire line. It continued its role amid the evolving dynamics of the Kashmir conflict. Over the years, UNMOGIP faced challenges and limitations in its operations, including restricted access to certain areas and occasional disputes between India and Pakistan regarding its mandate. Despite calls for its withdrawal by India, UNMOGIP maintained its monitoring activities, albeit with reduced visibility, as the Kashmir conflict escalated in 1989 (Wirsing,1998).

The conflict in Kashmir since 1980's and which peaked during 1990's has many multifaceted layers rather than a single narrative. The secular-nationalist movement which emerged under the banner of JKLF was the main perpetrator of exodus of Kashmiri pandits (Patankar, 2009). The direct involvement of JKLF cadre in killing of Lassa Koul on 13 February 1990, who was director of Doordarshan, Srinagar Station, and other high-profile killings were bone chilling and sent shock waves across valley (Kaul and Teng, 2019). Its cadres were directly involved in the violence. The deep roots of Pakistan establishment in fomenting terror in the valley gained momentum when New Delhi tried to tinker with the electoral politics in the region (Mehdi, 2020), which was led by congress at that time in the centre. The Right-wing Islamists although tried to gain legitimacy by participating in elections, but the exercise was sham given the fact that its control units were across the border (Sikand, 2007). The fact can be understood by killing of Mirwaiz Muhammad Farooq by a notorious militant of Hizbul Mujahiddin namely, Muhammad Abdullah Bangroo (Swami, 2003). The deaths manifest the deep vestiges of Pakistani establishment in Kashmir Valley. The exodus of Kashmiri Pandits is an ugly blot on Kashmir history. The targeted killings of

Kashmiri pandits during 1990's led to their exodus. The slogans from mosques played through pre-recorded tapes and killings by notorious terrorists like Farooq Ahmad Dar alias Bitta Karate added to the fear psychosis in pandit community (Maqbool, 2020 & Warikoo, 2023). During 1990's although initially the baton of terror was given to local Kashmiri's, but later back up was provided by groups like Lashkar-e-Toiba and Harkatul Mujahiddin and more recently by Jaish-e-Muhammad. This terror network was so sophisticated that it had its political wing also led by Jamaat cadre till 2000 and latter its political wing in the form of Hurriyat Conference led by Syed Ali Shah Geelani (Blank, 2004). The unfortunate part is that Indian establishment was quite late in gazing the fact that there was some political patronage of this network in New Delhi as well, which took Indian Government so long to demolish (Pandya, 2022). It was because of clarity of thought after 2019 that Jamaat Cadre was totally banned, terror network and its Over Ground network was crushed, and illegal money pumped by Pakistan through its proxies was stopped.

Moreover, the turmoil in Kashmir also witnessed atrocities perpetrated by various agencies, such as the notorious Kunan Poshpora mass rape incident, alongside instances of torture and killings<sup>49</sup>. Kashmiri civilians, particularly women, faced abuse from insurgents, predominantly Afghan militants, leading to growing discontent among the local population with the insurgency. This marked a pivotal turning point in the conflict, signalling a shift in sentiment among Kashmiri residents. Throughout these phases, the UNMOGIP continued its role in monitoring the ceasefire line established to quell the hostilities between India and Pakistan.

### **3.8. Rise of NGOs in Kashmir: Historical Background**

Social work has a deep-rooted history in Kashmir, as highlighted by Alvi's study in 1977, which underscored the region's longstanding tradition of social welfare. This tradition, often referred to as Kashmiriyat<sup>10</sup>, extols the virtues of mutual assistance, cooperation, and a compassionate attitude towards the less fortunate. Before 1989,

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Saha, A. (2016). Kunan Poshpora: A forgotten mass-rape case of 2 Kashmir villages. Hindustan Times. Retrieved from: <https://www.hindustantimes.com/india/kunan-poshpora-a-forgotten-mass-rape-case-of-2-kashmir-villages/story-1rmD1TqawPnMMB11LOzgyJ.html>

during the tenure of Sheikh Muhammad Abdullah, the government initiated numerous social upliftment programs and actively supported voluntary organizations through financial aid and guidance. Agencies like the Department of Social Welfare and the Central Advisory Board on Social Welfare played pivotal roles in implementing these programs.

However, the landscape shifted drastically after 1989, with the emergence of a greater number of NGOs in Kashmir. This surge was precipitated by escalating violence, frequent curfews, business closures, and a struggling tourism sector, creating a pressing demand for NGO intervention. Academic institutions, among the most affected by the turmoil, saw immediate assistance from NGOs, particularly in the form of educational support materials provided by global INGOs.

The rise in NGO presence in Kashmir was also noted in the Planning Commission report on Jammu & Kashmir in 2003<sup>50</sup>, highlighting government support for many of these organizations to restore peace in the region. With government failing to adequately address the plight of the victims of turmoil, NGOs became instrumental in providing relief, welfare, rehabilitation, and reconstruction efforts. Moreover, global recognition of the peacebuilding work undertaken by NGOs has been emphasized, particularly in addressing the root causes of violence such as grievances against the Indian government and human rights violations. Despite the challenging environment, NGOs in Kashmir continue to play a crucial role in ensuring the welfare of the people.

### **3.9. NGOs in Kashmir- An Exploration**

The 1990s in the Kashmir Valley is often referred to as a period of unrest and instability due to the outbreak of armed conflict. This conflict stemmed from grievances over alleged atrocities committed by Indian armed forces, as mentioned earlier in this chapter. In response to this insurgency, Indian security forces employed harsh tactics, leading to severe human rights abuses. Attacks on armed insurgents or locally called as

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<sup>50</sup>Planning Commission(Now NITI Aayog. (2003). Jammu and Kashmir state development report.

Retrieved from

[https://library.niti.gov.in/cgi-bin/koha/opacdetail.pl?biblionumber=68121&shelfbrowse\\_itemnumber=78105#shelfbrowser](https://library.niti.gov.in/cgi-bin/koha/opacdetail.pl?biblionumber=68121&shelfbrowse_itemnumber=78105#shelfbrowser)

militants were carried out which led to the killing of a huge number of civilians (). Normal life in Kashmir was severely disrupted by frequent curfews, violence, and protests, perpetuating a cycle of turmoil that left many individuals widowed, orphaned, disabled, impoverished, and vulnerable (Dar and Deb, 2020). The role of NGOs, initially confined to charitable endeavours, underwent a transformation towards becoming rights-based and humanitarian institutions. Their numbers surged dramatically, with NGOs emerging across various sectors in Kashmir, including health, education, and human rights advocacy. These organizations served as beacons of hope, providing support to the populace and serving as a unifying force amidst the region’s strife. They played a crucial role in uplifting the people of Kashmir, particularly those who had been shattered and marginalized by the ongoing violence.

NGOs are prominently present across every district and sector in Kashmir today. Much like their counterparts in India and worldwide, Kashmiri NGOs focus on addressing issues such as poverty, education, healthcare, relief and rehabilitation, support for orphans, widows, and women empowerment, as well as skill development initiatives. However, the distribution of NGOs in Kashmir is uneven, with a notably higher concentration in district Srinagar compared to rural areas or other districts. Many NGOs based in Srinagar operate exclusively within the district or have their headquarters there while also implementing projects in rural regions (Suri, 2004). Among the well-known local NGOs in Kashmir are Athrout, Chinar Kashmir, SRO Batamaloo, Koshish Kashmir, and Help Foundation. Additionally, several international NGOs collaborate with the government of Jammu & Kashmir and local NGOs, including Save the Children, Red Cross, World Vision, and Médecins Sans Frontières.

**Table 3.1: Range of NGO activity in Kashmir**

<b>Healthcare and education</b>	<b>Social</b>	<b>Economic</b>	<b>Environment</b>
Free quality education to marginalised and poor	Rehabilitation of victims of conflict/Peace building	Sustainable Livelihood projects	Plantation drives

Structured training programme for teachers	Women empowerment/Child protection	Formation of self- help groups	Sanitation and safe drinking water
Mental health	Philanthropy	Skill Development Programs	Climate change and environment conservation awareness
Awareness programs: AIDS/Drug addiction/Covid19	Drug de addiction programs and rehabilitation	Social entrepreneurship development	Disaster response and rescue
Free Medical check-up camps	Mass marriages		

*An overview of range of NGO activity in Kashmir (Source-Primary)*

An outline of the present position of NGOs in Kashmir displays that they are active in almost all the social and economic field of the state. Among the NGOs currently working in Kashmir, the work done by orphanages such as J&K Yateem trust is quite laudable. As the number of orphans grew in huge numbers during the insurgency period of 1990s or the devastating earthquake of October 2005, these NGOs tried to reach out to maximum people and assist them in any way possible. Even during 2014 floods, volunteers of NGOs such as Help foundation, CHINAR Kashmir, etc. came out and distributed food, provided shelter and other items of necessity to the flood victims, relief camps were set up by these NGOs around hospitals to help patients in need of medicine and other amenities. There are some environmental NGOs currently active in valley. They work mainly around the issues of major environmental concern such as shrinking of Dal lake, degradation of other water bodies such as Wular lake, proper waste management system and other ecological problems



### **3.10. NGOs and Peace Building in Kashmir**

Non-governmental organizations (NGOs) are integral components of civil society, wielding the potential to mediate conflicts and rejuvenate societal structures. They play a crucial role in establishing cohesive local frameworks or peace coalitions comprising members from diverse societal backgrounds. These coalitions operate with a sustained commitment towards fostering sustainable peace (Gerstbauer,2005). Notably, NGOs possess a distinctive attribute of compassion, particularly evident in conflict zones like Syria, Yemen, Iraq, Afghanistan, and Kashmir.

In Kashmir, the emergence of the NGO's can be traced back to the peace-building efforts initiated in the 1990s. During this period, NGOs were at the forefront, providing aid and shelter to victims of violence resulting from escalating insurgency (Manuel,2015) as discussed earlier in this chapter. They demonstrated unwavering dedication towards the welfare of the people, marking the first instance of national and international NGO involvement in Kashmir's peace process. In the face of such adversities, NGOs emerged as beacons of hope, devoid of vested interests and deeply entrenched in community engagement. Their efforts not only alleviated immediate suffering but also brought global attention to the Kashmir conflict through impactful reports, catalysing discussions on international platforms.

Despite facing bureaucratic hurdles and stringent regulations, both national and international NGOs persisted in their grassroots work in Kashmir, often collaborating with local counterparts. Their endeavours extended beyond conflict mitigation to socioeconomic empowerment, notably through skill development programs targeting the youth, who constitute a significant portion of the population (Khanday,2015). Additionally, recognizing the vulnerability of women in conflict zones, NGOs spearheaded initiatives to include them in peace-building endeavours, empowering them through education, discussions on safety, and the establishment of self-help groups.

In essence, NGOs in Kashmir have been instrumental in not only addressing immediate humanitarian crises but also in laying the groundwork for long-term peace and stability through community engagement, empowerment, and holistic intervention strategies.

### 3.11. NGOs and environment protection in Kashmir

Environmental NGOs are essential in addressing gaps left by government efforts. They engage in a wide array of development initiatives, including promoting environmental awareness, developing watersheds, managing disasters, fostering sustainable livelihoods, managing shared forests, and providing policy recommendations. These organizations vary from those focused-on research and monitoring to clubs that encourage outdoor activities (Shaharudin,2020). A large number of NGOs exist in India and other countries as well that focus solely on promoting environmental awareness, protection, and conservation. In fact, there are more of these non-governmental organisations working to protect the environment in our country than in any other developing nation. The government is increasingly seeing NGOs as partners in creating policies and programmes, rather than just as organisations that will assist them in implementing their programmes.

Conservation of mesmerising landscapes, lush green forests and majestic rivers of Kashmir valley can be traced back to the times of famous Kashmiri Sufi poet Sheikh Nuruddin Reshi locally known by the name Nund Resh. He had profound understandings about the environment he lived in. He emphasised on the preservation of forests and other natural resources at a time when they were considered as inexhaustible and limitless (Kashmir Sufis,2020).A famous saying by Nund Reshi , “*an posh teli yeli wann posh*-Food will thrive only till the woods survive”<sup>51</sup> gives us an idea of his insights and awareness of ecological perspectives towards environment protection. In current times, it is clearly understandable that government alone is not sufficient to tackle the crisis of environment degradation. People around the world are participating in activities related to environment protection in huge numbers through NGOs, they are making their voices heard about growing threats posed by environment damage such as global climate change, rising sea levels, wildfires and rising pollution levels (Akkucuk, 2016).

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<sup>51</sup> Masoodi, I. (2016). *Bumpy roads*, Sanbun Publishers

The number of local NGOs in Kashmir working towards environment related issues is almost negligible. However, several national and international environment NGOs have extended their operations in valley. Some of them provide important inputs to government and policy makers in the form of reports and important advices based on their knowledge of ground level environment related issues, these reports help policy makers to frame policies implement them in target areas only without any wastage of resources, while other environment NGOs which are mostly headquartered in Jammu region play a significant role in preservation of wetlands, Ramsar sites ,rivers and forests. With rising industrialization and urbanization, the UT of Jammu and Kashmir is facing critical damage to its fragile environment. Kashmir, being an ecologically sensitive zone surrounded by mighty Himalayas which are a source of some of the majestic rivers of India is facing an environment crises in the form of receding glaciers, deforestation on a massive scale, encroachment of ecologically fragile zones which need to be protected at any cost .In this background, GOs should work in close collaboration with INGOs and local NGOs to take important measures for the protection of environment in Kashmir.

### **3.12. NGOs and Animal rights in Kashmir**

Indian constitution in Article 51(g) mentions that, “It shall be the duty of every citizen to protect natural environment” .In this backdrop, some of the important animal protection laws have been enacted in India since independence which include Prevention of cruelty to animals act 1960 and Wildlife protection act 1972 (Borah,2021).Still, in the recent past multiple cases have been found where animals have been brutally killed an tortured while strays lay ill on streets for months together. NGOs play a significant role in protection of such animals, they are actively involved in protection of animals through their welfare by providing them medical care , shelter and nutrition. People for animals (PFA) is the largest NGO in India which has a network of 2.5 lakh members and 26 hospitals which are involved in rehabilitation of needy and sick animals. Compassion unlimited plus action (CUPA) is another NGO established in 1991 which provides rescue, adoption and foster care services to animals(AWBP,2020). Similarly other NGOs in India such as Blue cross of Hyderabad, Animal aid unlimited , Wildlife SOS India, and Red Paws rescue are some of the

prominent NGOs which are working tirelessly to for animal welfare and contributing towards creation of caring and empathetic society.

However, in the UT of J&K, especially in Kashmir division NGOs working towards animal welfare activities is a new phenomenon which started in the backdrop of COVID19 pandemic. NGOs namely, Healing Pat and welfare for Kashmir animals started operating together during COVID19 lockdown to feed at least 1000 stray animals particularly dogs in Srinagar city(ANI,2020). On the other hand, Kashmir animal welfare federation (KAWF), an NGO run by two women raises awareness about animal rights, rescues and rehabilitates injured stary animals. They have a rescue centre located in Tengpora area of Srinagar district provided to them by SMC (Srinagar municipal corporation) and a rehabilitation centre located Samhua ,SKUAST Kashmir which has been sanctioned to them by government. Thus, local NGOs in Kashmir work in collaboration with government for animal welfare and protection of animal rights.

### **3.13. Registration Of NGOs in Jammu and Kashmir**

The registration of NGOs in India is governed by acts such as societies registration act 1860, Companies act of 1956 and Indian Trust act of 1882. In the erstwhile state of Jammu and kashmir possessing special status under article 370 of the Indian constitution, it had its own laws which governed the registration of societies, one such legislation was Societies Registration act 1998 where the registering authority was registrar of societies. Another act named Jammu and Kashmir Charitable Endowments act of 1989 dealt with the regulation of properties belonging to various trusts and charitable organisations. However, after the annulment of article 370, the central laws of societies registration extended to the UT of Jammu and Kashmir as well.

### **3.14. Major NGOs in Kashmir**

The idea of NGOs in Kashmir is a new one and it began to spread only since the last two decades. Historically Kashmir is known for its close-knit society, which is reflected in the idea of Kashmiriyat. In the past, the religious communities of Kashmir worked tirelessly with the help of *bait ul maals*<sup>52</sup> to serve the needy and poor. As a

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<sup>52</sup> Bait-ul-maal is a system to collect zakat from wealthy Muslims and distributes it to those in need.

result, there was never a need for NGOs in the social arena. Before 1989, for instance, an orphan would be adopted right away by relatives or neighbours in accordance with their social and religious customs; as a result, there was never a perceived need for orphanages. Some organizations that existed at this time were inspired by religion which are referred to as Faith based organizations or FBOs. During Dogra rule various FBOs emerged in Kashmir focusing on social and religious reforms. Some of the important organizations which existed in Kashmir before 1989 are listed below:

**Dharmarth Trust-1846:** Maharaja Gulab Singh, the founder monarch of the J&K, established the Dharmarth Trust in 1846 with his own donation of Rs 5 Lac with the aim of advancing Hinduism, and commanded the foundation of Sadabrats, maintenances and rebuilding of old temples, building of temples, and formation and conservation of Goushallas, and administration of Pathshallas<sup>53</sup>. In 1884, Maharaja Ranbir Singh, son of Maharaja Gulab Singh promulgated Ain-i-Dharmarth to permanently establish the Trust and ensure its proper administration. Following the death of Maharaja Ranbir Singh, his sons Partap Singh, Ram Singh, and Amar Singh signed a document announcing that they, as trustees, would carry out the commands outlined in Ain-i-Dharmarth (Chauhan, 2011). The trust is engaged in the following activities:

- Temple conservation and maintenance in Kashmir, Jammu, Haridwar, Varanasi, shopping complexes, and forests around temples. The Trust is paying close attention to temple maintenance and new temple construction in the UT of Jammu and Kashmir.
- Widows, orphans, other disadvantaged people, and Sadhus are provided sewing machines and blankets.
- For the use of academics, a Sanskrit library known as the “Shri Ranbir Sanskrit Institute Research”<sup>54</sup> is established, where very rare and age-old manuscript are kept.

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<sup>53</sup> Wani, Z. A. (2017). *Role of Dharmarth Trust (1846-1947 A.D.) in the shaping of economic policies of Dogra State.*

<sup>54</sup> Dharmarth Trust. (n.d.). *Welcome to J&K Dharmarth Trust.* Retrieved March 23, 2023, from <https://jkdharmarthtrust.org>

- Sada Brat (Free Meals to Poor) - This service is provided to the needy people at Ranbireshwar Temple, Sudhmahadev Temple and Raghunath temple.
- Financial support is being provided to deserving widows and orphans. Donations are being made to religious and social organisations in Haridwar such as Goushalla, Home for the Aged and Infirm, Bal-Niketan Mandir, Kusht Ashram, Jammu Yatri Bhawan for the spread of Sanatan Dharm and SOS Children.
- Contributions are also made to religious organisations such as “Sanatan Dharm Sabha, Amar Nath Yatri Niwas, and Bishop’s House”<sup>54</sup> in Jammu for festivals.

**Anjuman Nusrat-ul- Islam-1899:** Moulvi Rasool Shah, a reformer and educator, was born in Srinagar in 1854 to Mirwaiz Moulvi Muhammad Yahaya. He worked tirelessly to improve the condition of Muslims in Kashmir. Lack of modern and religious education was eloquently cited by Moulvi Rasool Shah as the main reason for backwardness in Muslims. He was adamant that downtrodden people could be freed from their troubles only through contemporary education (Bhat,2018). He is often remembered as “Sir Syed e Kashmir” for his efforts to support Muslim education in Kashmir. He laid the foundation of Anjuman-e-Nusrat ul Islam in 1899 and was its first chairman succeeded by his brother Ahmadullah. The organization mostly focused on the following activities:

- Leaders of Anjuman emphasized that the “principle doctrines and values of Islam should form the basis of the whole educational system” (Bhat,2018)
- To instill in Muslims, the religious teaching of Islam and to combat actions that are unislamic, a Darasgah was also attached to it.
- Books were provided free of cost to poor and needy students.
- The central concept of Anjuman-i-Nusratul Islam's doctrine was *Tawheed*<sup>55</sup>.
- The Anjuman provided financial support to Muslims for their education.
- The members of this organization also emphasized on the importance of science subjects and stressed that science and philosophy should go hand in hand and “on

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<sup>55</sup> *Tawheed*, in Islam, refers to the fundamental concept of monotheism, emphasizing the oneness of Allah (God)

our head should be adorned the crown of there is no god but Allah and Muhammad his messenger” (Dar,2006)

- Anjuman started the struggle for Muslim’s rights in Kashmir.
- Many other socio-religious groups, such Anjuman-I-Hamdard, Srinagar, and Anjuman-i-Tahaffuz-i-Namaz, were founded because of the creation of the Anjuman.

**Balgran-1975:** Balgran, an NGO situated at Chani Rama area of Jammu was established in 1975 to provide shelter to destitute, orphans, disabled and abandoned children. The name Balgran is taken from Dogri language which means “children’s village”. Balgran has rapidly increased the number of services it offers to children in need, adding the Bal Bharti public school, a healthcare facility and a centre for vocational education (Mahajan and Narayanamurthy,2021). By the end of January 2019, Balgran had helped 2,542 underprivileged kids and had a donors of approximately 1,682 people. Balgran being a not for profit organisation functioning in a conflict zone faced many difficulties which included disentrustment, receiving of foreign donations, and legitimacy issues. Some of the initiative started by Balgran for the upliftment of disadvantaged children are as follows:

- Balgran worked in close collaboration with government in framing policies to counter problems of child abuse.
- This NGO started a Vocational training center which empowered children to learn skills such as tailoring skills, embroidery, handcrafting items such as, bags, gloves and garments which were often sold in exhibitions.
- Members of Balgran constantly kept a track of government policies and schemes for children and registering them in such schemes to avail benefits.
- When Balgran first began its operation in Jammu, it had a single dorm and a little mess on the ground floor which served nine children. By 2004, it had expanded to include seven dorms, a school, a separate mess, and a medical facility that served 83 children.

**Help Foundation-1997:** Help foundation was established in 1997 as a response to armed conflict in Kashmir which started in 1989. Since their inception, they have

engaged in various socio-economic activities for the upliftment of poor, their main focus areas are women empowerment and child development. Some of the initiatives taken by this NGOs for socio economic development are as follows:

- **Women empowerment:** This NGO is working towards empowerment of women who are victims of social abuse and suffering from emotional instability and financial crisis. They have set up skill-based training centers which acts as a therapy center for these women where they socialize and interact with other women and also acquire skills so that they can earn their own money and live a life with dignity. Help foundation has established an outlet called *Shehjaar* in Tulsi bagh area of Srinagar for the sale of these products crafted and designed in their training center<sup>56</sup>. Help foundation has been running about 50 training centers in Kashmir for providing skill development training to women. First training center was established in Saida Kadal area of Srinagar in early 2000s. A production unit was also set up there to train women in production of pickles, jams, and juices. Packaging of dry vegetables is done in Inderhama area of Srinagar which is later sold in markets. Mushroom cultivation training is also provided and in the first batch more than 30 women were trained under this training programme. Many women who have undergone these trainings have now established their independent production units.
- **Education:** Since the inception of HELP Foundation, education has been its major area of concern. In remote villages and other places where there was no access to a good education, the Foundation built schools for the underprivileged. Shah Anwar memorial secondary school was established in Kupwara, and foundation school was established by this organization in Shanpura. Besides, educational institutes including Alamdar Public School in Budgam, Nibble education society in Pattan, Children Welfare Society in Srinagar, Lal Ded Memorial in Srinagar, and certain government schools in the valley are also receiving assistance from help foundation. Students who are orphans, destitute,

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<sup>56</sup> Help Foundation J&K. (n.d.). About us. Retrieved January 2023, from <http://www.helpfoundationjk.com/general/about-us>



disabled, or from marginalized families or groups are given educational help in the form of scholarships, and boarding facilities by this foundation<sup>56</sup>.

- **Healthcare:** Help foundation provides mental healthcare facilities through its Child Guidance and counselling center. To help those affected, especially children, the center (A Mental Health Care Project) was developed in partnership with the Aman Trust and sponsored by ECHO (European Commission for Humanitarian Offices). The facility was relocated to Hyderpora and given the name Mariam Wellness Center in 2007. The general public could take advantage of a number of free services, including the Suicide Prevention Cell, Step by Step Learning School for Special Children, and Mental Health OPD. A mental health review, drug addiction treatment, psychosocial rehabilitation, family peace and development, a ChildLine facility (1098), community outreach programmes, and manpower training were added to the clinic's amenities by 2012. Later, in 2016, the center was relocated to Jawahar Nagar. Depending on the need of the moment, the Foundation organizes medical camps once or twice a month. These camps' aim to provide medical aid to those in need who are unable to get appropriate care due to financial limitations. In Rambagh & Rainawari (a psychiatry hospital), Help Foundation launched its "Healthy Minds" project in 2019 with Consultant Clinical Psychologist, Child Psychologist, Clinical Psychologist, and Mental Health Counselors.
- **Bait ul Meeras:** Bait ul Meeras is a four storied heritage housed established by help foundation in the Sheher e Khaas (downtown area of Srinagar) in 2021. The museum collection comprises historical decorations, traditional garments, utensils, apparel, art and crafts, and other attractions. Its building mimics the style of typical Kashmiri homes in Downtown. The main aim of Bait-ul-Meeras is to reclaim historical artefacts and other items that have vanished from the cultural landscape and educate youth about traditional Kashmiri culture.
- **Relief and rehabilitation:** The organization works relentlessly to provide relief and rehabilitation services to needy. Its major initiatives include winter relief program, Food aid program, General aid. Help foundation played a vital role during Covid 19 in valley. It distributed hygiene kits, food parcels and medical

aid during lockdown. Provided support to hospitals in the form of masks and safety kits and installed touch free handwash facilities at different locations such as hospitals, grocery stores, and banks.

- **Projects of Help Foundation in collaboration with international organizations**

ICNA Canada: Started in 2014, sponsored a number of 340 children to avail educational facilities in different schools of valley.

HHRD-US: A US based organisation named “Helping hand for relief and development” supports help foundation in women empowerment and religious activities. HHRD has given more than 46 lacs in 2017–18 for religious events during the months of Ramadan and Eid–Ul–Azha, technical training for women, and education for their children in the neighbourhood of Srinagar city.

Action aid India: Action aid supports women empowerment programs in Budgam district of Kashmir. This project assists home-based women workers in skill development and raising awareness among them about the schemes and social security programmes that are provided to them by the state and central government.

KDF-UK: The UK-based Kashmir Development Foundation has assisted the Foundation in providing pellet victims' surgeries and medical care during the 2016 turmoil and has continued to support their rehabilitation. Additionally, the group funded the physical rehabilitation of 24 visually impaired youngsters in 2017–18, as well as the ongoing medical care of over 14 patients (Source-NGO website)<sup>56</sup>.

**JKCCS-2000:** Jammu Kashmir coalition of civil society’ was established in the year 2000. It is a coalition of several, not-for-profit, research related and advocacy organizations in Srinagar. This organisation attempts to highlight issues of concern in valley by giving a voice to the unheard through reports (available on JKCCS website), systematic documentation and programmes. According to JKCCS a strong civil society and the development of institutions are crucial for any society. JKCCS was formed in the backdrop of giving political freedom to the people of Kashmir. This organisation stresses on understanding an dialogue rather than intolerance to ensure peace, its focus

areas include human rights abuse in Kashmir, peacebuilding and justice. The current constituent organisations of JKCCS include<sup>57</sup>:

- Association of Parents of Disappeared Persons (APDP)-established in 1994.
- Public Commission on Human Rights (PCHR)- established in 2002.
- International Peoples' Tribunal on Human Rights and Justice in Indian-administered Kashmir (IPTK)- established in 2008.

Some activities related to human rights abuse in Kashmir carried out by JKCCS are :

- It conducts thorough fact finding through research by following proper methodology and data collection and thereby making reports and documenting cases of human rights abuse which are available on their website.
- JKCCS submits complaints of human rights abuse to state human rights commission to provide justice to the victims of such abuse.
- JKCCS campaigns for other conflict related issues such as torture, rapes, extra judicial killings, disappeared/missing persons, illegal detention etc. and advocates for speedy justice of victims of conflict in Kashmir.

**Islamic relief and research trust-2000:** Islamic Relief and Research Trust Kashmir (IRRTK), a non-profit organisation founded in 2000, aims to empower people in Srinagar through their socio economic development and community mobilization initiatives in the following manner<sup>58</sup>:

- This NGO has established a *Zakaat*<sup>59</sup> center which enables them to receive donations in the form of *zakaat* and mobilize resources for needy and poor.
- Their focus areas are socio economic development of vulnerable women and children.
- Their projects include cloth distribution during festivals especially Eid, Ramadan food kit distribution to widows and registered beneficiaries.

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<sup>57</sup> Jammu Kashmir Coalition of Civil Society. (n.d.). Retrieved February 16, 2023, from <https://jkccs.info>

<sup>58</sup> Islamic Relief and Research Trust Kashmir (IRRTK NGO). (2024). Home. IRRTK. <https://www.irtindia.org>

<sup>59</sup> Zakaat is an obligatory form of almsgiving in Islam, constituting 2.5% of one's wealth annually to support the poor and needy.

- They started marriage assistance program in the year 2018 to facilitate marriages of orphans and poor girls. 62 girls received assistance under this program in the year 2018.
- They provide emergency relief both in kind and cash to victims of natural and other disasters.
- This NGO started a unique initiative of radio program broadcasted on radio Kashmir to highlight its role in socio economic development and raise awareness among people about the rise of social evils in valley.
- This trust established Dr Sir Mohammad Iqbal Educational Institute for orphan and poor children at Singhpora Pattan area of Baramulla District.
- Financial assistance in the form of scholarships is provided to underprivileged children who are pursuing MBBS, BDS and engineering courses.
- Widows, disabled persons and destitute who are registered as beneficiaries with this NGO are provided monthly assistance in the form of cash.
- This NGO established a male orphanage in 2011 known as *Dar ul Ehsan* in Kralpora where education, healthcare, mental and moral counselling are provided to children. This orphanage has been shifted to Bagh-e-Mehtab area of Srinagar in a larger accommodation because of growing number of orphans in valley.
- It also runs sponsorship program for orphans, under which some donors sponsor the education of children. In collaboration with national and international organizations, this NGO organizes camps to raise awareness among people regarding the importance of child rights and child care protection.
- In collaboration with Merry Corps USA, this trust has completed the KDE Agricultural Project in 12 villages in the districts of Shopian and Budgam. 1200 families benefited from this programme by producing potato seeds, and the families were connected to the bank for financial support.
- Some poor and disadvantaged people have received financial aid from IRRT Kashmir to help them start their own income-generating businesses so that they can support themselves. Poor and orphan girls who had received training in this area were given sewing machines in order to start tailoring businesses in their respective communities.

- This trust has established an orphanage for female children as well-known as *Darul Mushint* at Pattan area of Baramulla district which houses 21 orphan inmates at present (Source: NGO Website)<sup>58</sup>.

**Social Reforms organisation Kashmir (SRO Kashmir)-2004:** SRO Kashmir started its operations in valley at a local level addressing needs of poor and destitute especially during 2005 Kashmir earthquake, Later in 2014 floods they were among the first responders and provided relief and rehabilitation to victims. SRO Kashmir gained popularity during Covid 19 pandemic and became one of the reliable and trustworthy source of emergency relief during lockdown<sup>60</sup>. Some of the major initiatives undertaken by this NGO are as follows:

- SRO Kashmir started initiatives such as “Food for poor” and “Oxygen Kashmir” at the time of Covid19 to meet the needs of crisis situation which arose because of lockdown.
- This organization has approximately “250 oxygen concentrators and 700 high flow oxygen cylinders in rotation” (Source-NGO website)
- Vital oxygen support equipment are provided by this NGO to hospitals in Srinagar district.
- They started a toll-free number during pandemic to tackle emergency situations.
- Their initiatives such as Warmth Kashmir (Winter kit), Nursing Kashmir, Healing Kashmir (Financial support for medical treatment), Palliative care (Health equipment to patients including beds, automatic injection pumps etc.) and be aware Kashmir has provided hope and support to thousands of disadvantaged and needy communities of Kashmir.

**JKASW-2006:** Jammu and Kashmir association of social workers was registered as a society in the year 2006. It started as a group of post graduate students of social work working towards a common goal of peace building in Kashmir<sup>61</sup>. The aims and objectives include:

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<sup>60</sup> Social Reforms Organisation (2023), Retrieved from <https://www.srokashmir.org>

<sup>61</sup> JKASW. (n.d.). Peace Insight. Retrieved from <https://www.peaceinsight.org/en/organisations/jkasw/>

- To build a community of competent social workers who will excel in their projects, increase social awareness, spur social action, combat inequality, improve the world, and ignite social change via ongoing learning, communication, and exposure.
- To work directly at the grassroots level while utilizing professional expertise to improve conditions for disadvantaged sections of society.
- JKASW launched a programme called Non-Formal Education and Bridge Course Centers in an effort to improve young girls education and reduce the dropout rate in schools. These facilities encourage children and young people to educate themselves, moreover they also work with the neighborhood to raise awareness of social problems and reforms.
- Many youths of valley have been incarcerated under the Public Safety Act as a result of their involvement in violence related activities because of conflict in Kashmir. In this backdrop, JKASW collaborates with other organisations in the state to develop a robust law to safeguard the rights of young adults and children who commit crimes.
- JKASW strives to minimize the information gap between various state empowerment and development agencies and the public in order to lessen the effects of violence, bad governance, and instability. JKASW links people to various government agencies by advocating for and raising knowledge of the many projects, schemes, opportunities, and resources available for the welfare and development of people.

**Kashmir Humanity Foundation India-2008:** The main aim of KHF is to make a substantial contribution to the socially and economically underprivileged people by offering them access to quality healthcare, education, and employment opportunities, as well as facilities for orphan care and women’s empowerment<sup>62</sup>. Some of the initiatives started by this NGO are:

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<sup>62</sup> Kashmir Humanity Foundation India (KHF). (n.d.). Retrieved from <https://www.jkhfindia.org/#>

- KHF provides skill training to unskilled and low-income women which includes entrepreneurship, cutting and tailoring, traditional embroidery trainings such as Sozni work, tilla work and aari work, assists in creation of SHGs by women. It also provides beautician and mobile repairing courses.
- Basic education for poor children and youth is the objective of Program Education, a national-level initiative by KHF INDIA. The educational programmes offered by KHF INDIA include preschool for children aged 3-6, non-formal education for children aged 6 to 14, remedial education for children aged 6 to 14, bridge courses for dropouts aged 14 to 18, functional literacy for women aged 18 to 45 years.
- The livelihood programme is a national level program started by KHF India to train youth from marginalized sections in soft skills, technical skills, communication skills etc. so that they can become employable in future.
- KHF has a rapid response team to tackle situations of emergency and crisis situation. The team is strategically positioned throughout India so that they can react rapidly when an emergency arises. It provides essential supplies including cooking pots, cooking utensils, safe water, food, medical care, shelters, and medical supplies as soon as a disaster strikes.
- KHF has started an outreach program, under which, a committed team continuously employs creative techniques to scale-up the implemented community social development programmes in the designated places.

**Athrout Kashmir-2009:** Athrout Kashmir is a prominent NGO in Kashmir which was established in 2009 with an aim to assist vulnerable and downtrodden communities in Kashmir. Its focus areas of operation include education, healthcare, women empowerment, Nikah assistance, and Disaster management<sup>63</sup>.

- Athrout runs dialysis center at Nawakadal area of Srinagar district and has performed approximately 6000 dialysis since its inception in 2018. Registered beneficiaries of this NGO also get benefits of free medicine through their monthly medicine initiative. Medical assistance in the form of BiPAP machines,

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<sup>63</sup> Athrout-The helping hand of Kashmir, Retrieved from <https://www.athrout.org>

Nebulizers and CPAP machines are also provided to patients suffering from chronic pulmonary disease.

- This organization has also taken the initiative to offer medications to the general public at Rahat Pharmacy in Nawakadal area of Srinagar at a 16% discount. The profit gained from those sales is used to advance the aim of helping the less fortunate with material, financial, and medical needs.
- They verify cases which contact them and after proper verification, they register their beneficiaries for educational benefits of deserving children from poor communities and provide them support in the form of stationary, uniform and sometimes financial benefits too.
- Athrout Kashmir identifies poor households, adopts them, and provides monthly expenses to them in the form of food, winter kits, groceries, utensils and other basic hygiene kits.
- To empower women, Athrout Kashmir established Al Nisa women's empowerment center where 60 girls from downtrodden communities were enrolled and were trained in sewing, cutting, and designing. Athrout has also assisted underprivileged men in earning money through modest ways, such as Athrout helped them by providing wooden carts and opening up little shops for them, among other things.
- This NGO provides basic wedding kits, accessories, and monetary assistance to conduct Nikah ceremonies of poor and orphan girls.
- Relief and Rehabilitation services are also provided to victims of disasters. Athrout worked relentlessly during 2014 floods, 2015 swine flu scare by raising awareness among people and 2019 Covid pandemic. This NGO donated 6 ventilators to government chest disease hospital in Srinagar<sup>63</sup>.

**Human welfare Foundation-2003 (HWF):** Human welfare voluntary organisation was registered in the year 2003 under J&K State Societies registration act, 1998 and under Foreign Contribution Regulation Act (FCRA-2010). This NGO has its origins in the backdrop of armed conflict in Kashmir, its founder is a wheelchair bound person who became a victim of conflict in valley. Its fundamental principles are to work for the welfare of disabled communities, educate them and to treat them with equality,



dignity and respect. This organisation has emphasised on strengthening communities, working in collaboration with other agencies such as government and local communities and working on long term solutions to problems. Focus areas of this NGO are child care and protection, livelihood and rehabilitation, social inclusion, youth development, women empowerment, Environment/waste management, peace initiatives, emergency response and rehabilitation<sup>64</sup>. This organisation mainly focuses on the following area of activities:

- Providing material assistance to disabled persons in the form of wheelchairs, crutches, hearing aids and sticks.
- This NGO provides relief and rehabilitation services to persons with physical disability and generates awareness among people about the rights of such people.
- In the past, it has worked in close collaboration with agencies affiliated with National disability network and has thus participated in activities such as framing of rules and regulations in support of disabled, passing of Disability act, and it has also participated in meetings to suggest measures to improve the living conditions of physically challenged persons.
- This organization helps in facilitation of education, capacity building programs, trainings to disabled persons through some reputed national institutions.
- This NGO runs a school named “Zaiba Aapa Institution of inclusive education” where disabled students are enrolled and are educated through braille, extracurricular activities, and sign languages.
- It advocates for the rights of physically challenged at various platforms. It is only with the help of intervention of this NGO, 6 ramps were constructed, and library access was also given to disabled students in University of Kashmir. It mobilizes masses to raise against discrimination of these people so that they can get equal rights and benefits and live a life with dignity.

### **3.15. Challenges and Constraints faced by NGOs in Kashmir**

Kashmir being a sensitive area poses a different set of challenges to non-Governmental organizations working there as compared to NGOs working in other

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<sup>64</sup> Human welfare Foundation, Retrieved From <https://jkhwf.org>

parts of the country. Some of the major challenges are discussed under the two heads that dovetail each other: -

**Challenge of working in a conflict Zone:** Human rights violation in Kashmir is the gravest and most sensitive issues of all. Majority of INGOs and non-local NGOs are stopped from working in Kashmir citing security concerns and national interest as main reasons. There are cases not only of physical violence but also of emotional and mental trauma being inflicted to the people of Kashmir. According to a report published by APDP (Association of parents of disappeared persons), in the aftermath of Burhan Wani's killing in 2016, "curfew in Kashmir continued for 51 days, about 80 civilians were killed and approximately 15000 were injured and among these injuries ,4500 were because of pellet firing. Greater than 352 locals were either partly or completely blinded by pellet injuries in eyes". The number of blind civilians rose to huge numbers and this incident is considered as "world's first mass blinding"<sup>65</sup>.

Issues such as these which are prominent in Kashmir require NGOs to work either for the preventions of human rights violation or for bringing justice to the victims of violence. But the NGOs in Kashmir are not willing to work in such areas as it is equally difficult to prevent human rights violation as it is to bring justice to victims or hold government or armed forces accountable for their actions. These NGOs are denied access to every possible way to help the victims citing security reasons and issues of national interest. In case there are any NGOs working for prevention of human rights violations, they are considered as working against the state (Suri,2004).

On the other hand, there is a minimal presence of International NGOs (INGOs) in Kashmir. This is because of the reasons that they must sign a memorandum of understanding (MoU) with the government before working in sensitive areas such as Kashmir. There are only few INGOs currently working in Kashmir such as MSF (Médecins sans frontières), International Red cross etc. MSF runs programs on assessing mental health situation of people of Kashmir. It offers education and health support in

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<sup>65</sup> Association of Parents of Disappeared Persons (APDP). (2019). *My world is dark: State violence and pellet-firing shotgun victims from the 2016 uprising in Kashmir*. Retrieved from <https://apdpkashmir.com/my-world-is-dark-state-violence-and-pellet-firing-shotgun-victims-from-the-2016-uprising-in-kashmir/>

areas such as Srinagar, Ganderbal and Pulwama. MSF is the only INGO which has not signed an MoU with the government, and it does not involve itself with politics of Kashmir and hence enjoys much flexibility than other INGOs. In a study conducted by MSF in 2015, “nearly 1.8 million adults in Kashmir show symptoms of mental distress”<sup>66</sup>.

The obstacles in the working of NGOs in Kashmir start from the registration itself. The process of registering an NGO in Kashmir is a cumbersome one. A new organization always comes under suspicion of security agencies. The process of NGO registration which usually takes 2-3 months in other states is delayed in Kashmir for longer periods, sometimes for years making it difficult for NGOs to work in sensitive areas.

**Security challenges and Funding patterns:** The financing of NGOs in Kashmir is a major area of concern. Kashmir being a conflict-ridden area attracts donations from all over the world. Foreign donations are mostly from Muslim majority countries and other European nations as well. Receiving donations from foreign countries poses many challenges to the NGOs working in Kashmir. There is a close monitoring of funds coming from foreign countries and the NGOs receiving foreign funds always come under the radar of agencies like CBI and NIA. Upon investigation, many cases of terror financing through NGOs were found in Kashmir. While there are few other cases where funds to NGOs have been cut based on suspicion only.

Some of the international NGOs like Amnesty international and Greenpeace India were recently targeted by home ministry and investigation was constituted. Amnesty was cut off from its bank accounts and was forced to shed nearly 70 employees. On the other hand, the license of Greenpeace India which allowed it to bring foreign donations was cancelled in 2015 and it had to shrink its organization by 30%. In 2019 some of its bank accounts were also frozen barring its access even to Indian

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<sup>66</sup> Médecins Sans Frontières. (2016, May 18). *MSF scientific survey: 45% of Kashmiri population experiencing mental distress*. Médecins Sans Frontières South Asia. <https://msfsouthasia.org/msf-scientific-survey-45-kashmiri-population-experiencing-mental-distress/>

funds<sup>67</sup>. To work in an area referred to as a disturbed one, the shortage of funds is acute, with every cent of foreign contributions being monitored, strict regulations imposed by FEMA (Foreign exchange management act) and FATF (Financial action task force) and meagre government grants. All the operations of NGOs working in the valley of Kashmir are marred by shortage of funds. NGOs worldwide are the most common targets which are used for financing terrorism especially in conflict ridden areas such as Congo, Syria, Kashmir, Afghanistan etc. Organizations such as Al-Haramain<sup>68</sup>, Arabwood manufacturing company<sup>69</sup>, which presented themselves as charitable, educational, and developmental NGOs were listed by UN in 2002 and 2014 for participating in or financing, preparing or perpetrating acts of terrorism. On the other hand, in Pakistan, the government is yet to cut the finances of organizations such as Jamaat-ud-Dawah (JuD) which has been placed on “Terrorist watch list” in 2003. The interior minister of Pakistan conceded that JuD plays a key role in relief and rescue work of Pakistan and it is extensively involved in charity work only (Evan Kohlmann, 2006).

### 3.16. Conclusion

Despite all these difficulties NGOs like Kashmir humanity foundation, Aash-A ray of hope, Human welfare association etc. have shown how they can bring change and become harbingers of hope for the future to come. They have shown that instead of being bowed down by pressures, they have made life easier for the people of Kashmir. NGOs in Kashmir have a huge developmental role to play. As discussed above NGOs in a conflict zone play a critical and pertinent role in bringing about socio-economic change. This will require a peaceful atmosphere to gain the fruition. What is required from the state is proper mechanism and an environment that will proliferate and sustain

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<sup>67</sup> Safi, M. (2018, December 25). Greenpeace and Amnesty accuse Indian government of 'smear campaign'. *The Guardian*. <https://www.theguardian.com/world/2018/dec/25/greenpeace-and-amnesty-accuse-indian-government-of-smear-campaign>

<sup>68</sup> United Nations Security Council. (n.d.). *Al-Haramain Foundation (Union of the Comoros)*. United Nations. Retrieved: August 04, 2022, from: [https://www.un.org/securitycouncil/sanctions/1267/qa\\_sanctions\\_list/summaries/entity/al-haramain-foundation-%28union-of-the-comoros%29](https://www.un.org/securitycouncil/sanctions/1267/qa_sanctions_list/summaries/entity/al-haramain-foundation-%28union-of-the-comoros%29)

<sup>69</sup> Bermuda Monetary Authority. (2021, September 9). *Financial sanctions update: Iraq*. <https://www.bma.bm/viewPDF/documents/2021-09-09-14-33-21-Financial-Sanctions-Update.-Iraq.-9-September-2021.pdf>

good NGO's in Kashmir. Better Law and order is sine-qua-non of a Good Governance model. Governance to gain roots in a conflict zone requires the trust of people in general and State in particular. Kashmir has been since decades at the centre of proxy war between two nuclear armed states. NGOs in this region face some critical challenges which have been highlighted in detail in succeeding chapter of this study, in this chapter a brief account of challenges in their working has been discussed such as lack of funds, cumbersome registration process and issues of disentrustment between NGO and government agencies. In this backdrop the government should intervene and increase grants in aid to these NGOs which are suffering from dearth of funds, there should be a proper check on the misuse of funds. Seminars, public meetings, symposiums should be conducted to bring awareness about the importance of NGOs. Students in schools and colleges should be encouraged to participate in voluntary activities. The way forward requires a better political atmosphere that will supplement the efforts of civil society and NGO's

**CHAPTER 4**

**ANALYSIS OF THE ROLE OF NGOS IN SOCIO-  
ECONOMIC DEVELOPMENT OF SRINAGAR DISTRICT**

## CHAPTER 4.

### ANALYSIS OF THE ROLE OF NGOS IN SOCIO ECONOMIC DEVELOPMENT OF SRINAGAR DISTRICT

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#### 4.1. Introduction

Governments all over the world are now running a welfare state and moving towards good governance, digital governance, and citizen centric governance, especially in developing countries like India. Government is becoming increasingly visible in projects such as poverty alleviation, employment generation, women, empowerment, and overall improvement of human development, both socially as well as economically. However, government while implementing these policies and programmes for poor and marginalized leave gaps and do not reach the targeted population due to various complexities and challenges and that is when NGOs become increasingly important and fill those gaps by reaching the remotest corners of the country (Devi,2013). There is no doubt that NGOs also face challenges and difficulties while working, still, they manage to deliver their services, efficiently and effectively, they work hard to ensure that their beneficiaries become self-sustaining and thereby improve their living conditions. NGOs build trust with communities which are essential for implementation of developmental projects in vulnerable areas where sometimes the local population either over expects from NGOs or they become victims of suspicion and disentrustment. Trust helps with clear communication between the transacting parties which according to Mishra (1996) leads to cooperation and coordination between NGOs and beneficiaries in using limited resources available with NGOs, they merge marginalized communities with the mainstream and foster socio-economic development. Srinagar district has a rich cultural heritage and a diverse population, but it faces several challenges such as poverty, unemployment, and lack of basic amenities. The purpose of this chapter is to examine the contribution of NGOs in addressing these challenges and fostering development. The chapter is divided into two sections which provide a comprehensive analysis of data collected from NGO beneficiaries and NGO staff and assesses the role of NGOs in various sectors such as education, healthcare,

and livelihood, among others. It also highlights the challenges faced by NGOs in their efforts to promote development in these sectors.

#### **4.2. Data Interpretation and Data Analyses**

Following the compilation of primary data collected from respondents, the data was analysed by using simple percentage analysis for further interpretation under different themes. The quantitative data was analysed using SPSS and is presented in tabular and graphical form under different themes. In this chapter, the data pertaining to perception of respondents and NGO staff with respect to role and working of NGOs has been analysed. All the findings summarised under different themes are directly related to beneficiaries who have availed any policy benefit under the ambit of NGOs and NGO staff who are engaged in undertaking various developmental initiatives in the study area

#### **SECTION I: PERCEPTION OF NGO BENEFICIARIES**

Beneficiaries are defined as the recipients of monetary, non-monetary or any other form of benefit from any agency. In the world of philanthropy and aid they are the “largely disempowered and marginalized”<sup>70</sup> chunk of population who receive benefits from NGOs to meet their basic needs for survival. The beneficiaries selected as sample for this study are registered with NGOs after proper verification to validate whether they fit in their definition of beneficiaries or not. A detailed account of sample size distribution with particulars of Tehsils, Niabats and Villages selected, and sampling method used has been provided in Chapter 1 of this thesis. In this chapter, a brief about the tehsils selected and socio-economic profile of the respondents is given in the tables below:

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<sup>70</sup> Philanthropy and Civil Society Center. (2021). *Effective altruism: Responding to the unique needs of the marginalized*. Stanford University. Retrieved from; [https://pacscenter.stanford.edu/wp-content/uploads/2021/10/Guide\\_FINAL\\_chpt.13\\_8.5x11.pdf](https://pacscenter.stanford.edu/wp-content/uploads/2021/10/Guide_FINAL_chpt.13_8.5x11.pdf)



**Table 4.1: Sample Size Distribution**

S. No.	Tehsil	Frequency	Percentage
1	Tehsil Srinagar North	126	42%
2	Tehsil Khanyar	87	29%
3	Tehsil Central Shalteng	54	18%
4	Tehsil Pantha Chowk	33	11%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source: Researcher's own work.)*

In the present study, a total of 300 respondents were selected from four tehsils of Srinagar district. From Srinagar North 126 (42%) of respondents were selected and from Khanyar 87 (29%) of respondents were selected. While as from Central Shalteng 54 (18%) of respondents were selected and from 33 (11%) of respondents were selected. The sample from these tehsils was selected as per the sample availability.

**Table 4.2: Socio-Economic Profile of Beneficiaries**

Gender		Age		Education		Occupation	
Male	Female	Below 30 Years	Above 30 Years	Illiterate	Literate	Employed	Unemployed
263	27	172	128	22	278	157	143

*(Source-Primary)*

From the above table, it can be inferred that out of 300 respondent's majority of them (263) constitute the males. While as only 27 female respondents were selected due to their fear of revelation of identity and contact shyness. Majority of the respondents belong to the age category of above 30 years. Furthermore, a major chunk of respondents are illiterate and unemployed. Therefore, it is important to analyze the data from the diverse perspective including gender, educational aspect, and employment status.

### **4.3. Indicators of Socio-Economic Development**

Socio-economic development refers to the process of improving the quality of life and economic well-being of a community. It encompasses a wide range of social, economic, and political factors that influence a country's overall development, including income, health, education, infrastructure, and access to basic services. The goal of socio-economic development is to create a more equal and sustainable society, where everyone has access to the resources and opportunities, they need to lead a fulfilling life (Madan,2002). This involves addressing economic and social inequalities, reducing poverty, and promoting economic growth that is inclusive and sustainable. To achieve socio-economic development, governments and international organizations often implement policies and programs aimed at improving access to education, healthcare, and other essential services, increasing job opportunities, and reducing poverty, promoting sustainable economic growth, and protecting the environment.

In practice, socio-economic development is a complex and ongoing process that requires a multi-faceted approach, considering the specific needs and challenges of each country. It is also influenced by a variety of factors, including technological progress, globalization, and political stability. Nevertheless, progress in socio-economic development can lead to significant improvements in the lives of individuals, communities, and entire countries. There are several indicators that are commonly used to measure the socio-economic development of a country. Some of the most important ones are: Gross Domestic Product (GDP), Gross National Income (GNI), Human Development Index (HDI), Employment rate, access to basic services (Behera,2016).

This study has focused on some basic parameters of socio-economic development to evaluate the impact of NGOs in Srinagar district which include social dimensions such as education sector, women empowerment, health sector and economic dimensions which include Skill development, income generation programs, and microfinance. The analysis of data obtained from NGO beneficiaries is presented in the tables and figures below under different themes of socio-economic development.

#### **Section A: Education Sector**

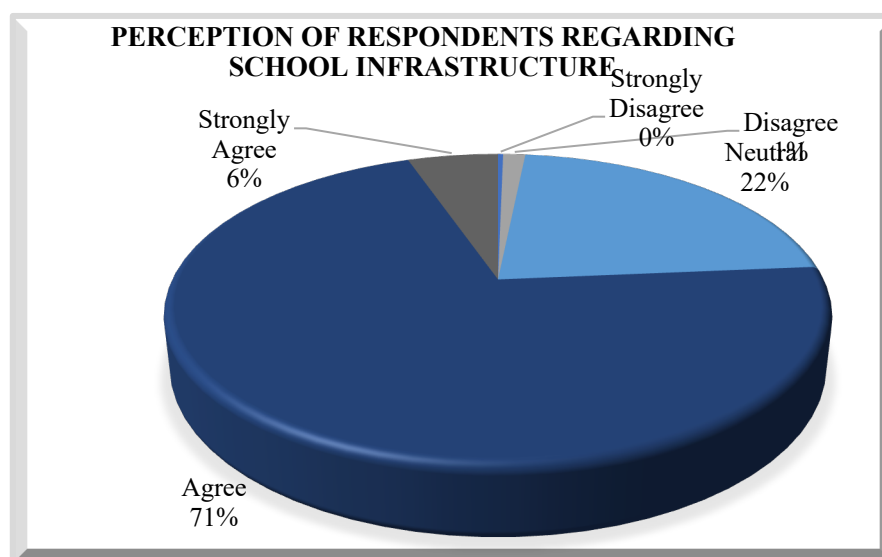
Education is considered a crucial aspect of human development and plays a significant role in socio-economic development. In the context of Srinagar district,

where access to quality education remains a challenge in some areas, the role of NGOs in promoting education is critical. The data collected from NGO beneficiaries can provide valuable insights into the impact of their interventions on the education sector. This section deals with the comprehensive analysis of the role of NGOs in the education sector in Srinagar district. It focuses on the examination of the impact of NGO interventions on various aspects of education such as enrolment and school dropout rates, school infrastructure, sports and recreational facilities, career counselling, innovative teaching methods, academic performance, and more. Additionally, the section provides insights into the sustainability of NGO interventions and their success in promoting education in the long term is depicted in the tables and figures below.

**Table 4.3: Perception of respondents regarding school Infrastructure**

S. No.	Improve school infrastructure	Frequency	Percentage
1	Strongly Disagree	1	0.3%
2	Disagree	4	1.3%
3	Neutral	66	22%
4	Agree	213	71%
5	Strongly Agree	16	5.3%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

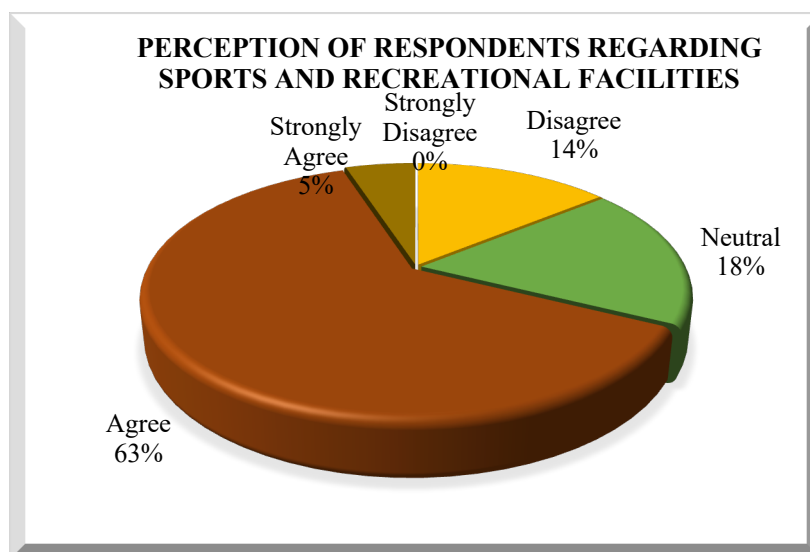
**Figure 4.1: Perception of respondents regarding school Infrastructure**

Revitalized and streamlined school infrastructure is the key aspect that adds hallmark to the educational avenues across the educational institutions. The state and non-state actors have taken a bold lead to improve the school infrastructure across the wide array of arenas. In this milieu, 71% of respondents have agreed and 06% of respondents have strongly agreed that NGOs are actively taking a lead to improve the school infrastructure. While as only 1% of respondents have shown disagreement with the above fact and 22% have shown their neutral stand regarding the stated argument. Therefore, it can be inferred that NGOs are playing a pivotal role to improve the school infrastructure that acts as a catalyst to improve the enrolment ratio and literacy rate in the state.

**Table 4.4: Perception of respondents regarding Sports and recreational facilities**

S. No.	Sports and recreational facilities	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	43	14%
3	Neutral	54	18%
4	Agree	188	62%
5	Strongly Agree	15	5%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

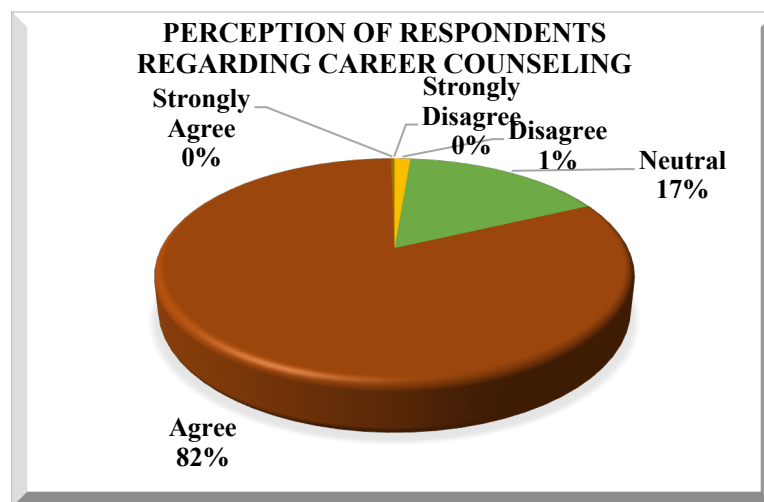
**Figure 4.2: Perception of respondents regarding Sports and recreational facilities**

Sports and recreational facilities are becoming indispensable in today's era. Sports facilities need to be improved and developed throughout nation especially in educational institutions. In this backdrop 63% of the respondents have agreed and 5% have strongly agreed to the statement that NGOs play a crucial in the improvement of sports and recreational facilities in educational institutions, 18 % of the respondents remained neutral while as only 14% disagreed with the statement. Thereby, it can be concluded that NGOs are actively participating and contributing towards development of school infrastructure.

**Table 4.5: Perception of respondents regarding Career counseling**

S. No.	Career counselling and guidance	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	4	1.3%
3	Neutral	50	16.7%
4	Agree	245	81.7%
5	Strongly Agree	1	0.3%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

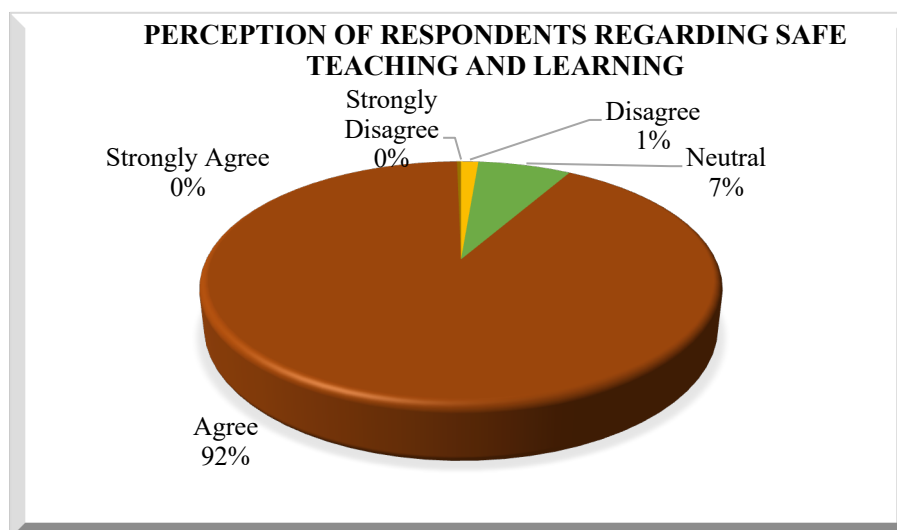
**Figure 4.3: Perception of respondents regarding Career counseling**

Assisting a person to choose his/her career wisely empowers that person to give his best. Consequently, it empowers the nation. Table 5 and Figure 3 reveal that majority (82%) of the respondents have agreed, and 0.3% respondents have strongly agreed to the statement that NGOs provide career counselling and guidance in their area. 17 % respondents remained neutral while as only 1.3% of the respondents disagreed. Therefore, from the above data it can be inferred that NGOs play a crucial role in progress of this nation.

**Table 4.6: Perception of respondents regarding safe teaching and learning**

S. No.	Safe teaching and learning environment	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	4	1.3%
3	Neutral	21	7.0%
4	Agree	274	91.3%
5	Strongly Agree	1	0.3%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.4: Perception of respondents regarding safe teaching and learning**

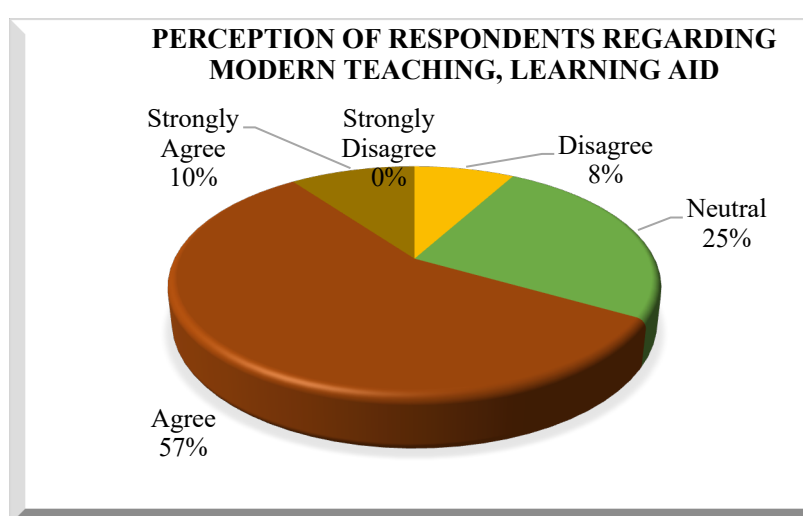
Safe teaching and learning environment help a student both psychologically and physically. A student should feel comfortable in a place of study so that he/she can

explore more without feeling threatened. Teachers should be supportive and empathetic towards their students. In this background, innovative learning and teaching skills are being developed and teachers are being trained by both government and non-government institutions. Here, table 6 and figure 4 reveal that 92% of the respondents have agreed to the statement that NGOs provide a safe teaching and learning environment, 0.3% have strongly agreed, 7% of the respondents have taken a neutral stand while as only 1.3% have disagreed to the statement. Hence, it can be inferred that NGOs are becoming increasingly vital in providing a safe teaching and learning environment which ultimately leads to development of educational system in this country.

**Table 4.7: Perception of respondents regarding modern teaching, learning aid.**

S. No.	Modern teaching and learning aid	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	24	8.0%
3	Neutral	76	25.3%
4	Agree	170	56.7%
5	Strongly Agree	30	10.0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

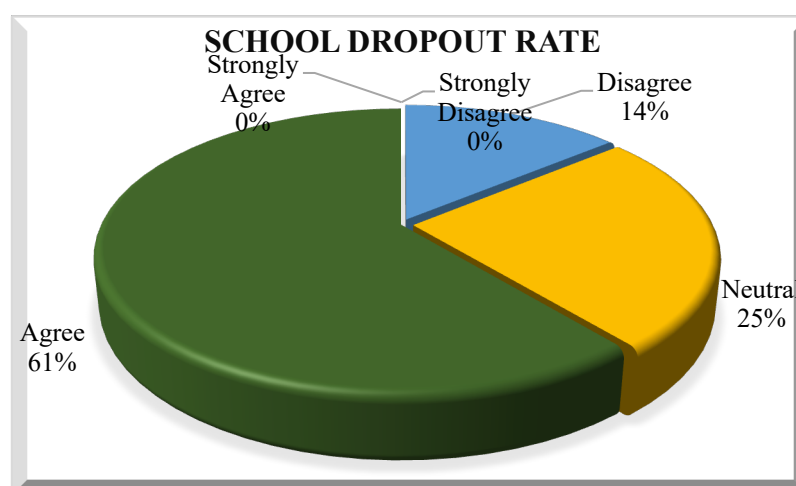
**Figure 4.5: Perception of respondents regarding modern teaching, learning aid**

Teaching and learning should be made more enjoyable and easier. Through audio and visual tools of learning we can connect to the whole world. Techniques of teaching have evolved from simply using a blackboard and chalk to PowerPoint presentations, online lectures, and other play way methods. In this background, 57 % of the respondents have agreed, 10% have strongly agreed to the statement that NGOs provide modern teaching and learning aid to educational institutes. 25% of the respondents have remained neutral while as only 8% have disagreed. Thus, it can be inferred that NGOs are taking an active part in refining school infrastructure in terms of modern tools of teaching and learning.

**Table 4.8: Perception of respondents regarding school dropout rate**

S. No.	School dropout rate	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	42	14.0%
3	Neutral	75	25.0%
4	Agree	183	61.0%
5	Strongly Agree	0	0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.6: Perception of respondents regarding school dropout rate**

In India, it has become a general trend to get enrolled in government educational institution and then suddenly leave because of several reasons. This hinders the socio-

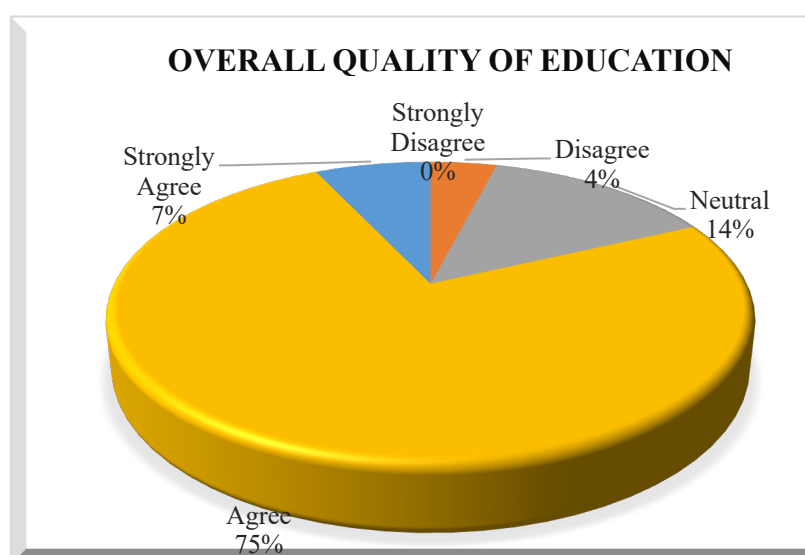


economic wellbeing of an individual and reduces the literacy rate of country. Government and non-government institution are working in close collaboration and have taken several initiatives to reduce school dropout rate. In this backdrop, the above table suggests that 61% respondents have agreed to the statement that school dropout rate has decreased since the intervention of NGOs.25% of the respondents remained neutral while as 14% of the respondents have disagreed with the statement. So, it can be concluded that NGOs play a fundamental role in motivating the students to join schools and thereby helping in their socio-economic well-being.

**Table 4.9: Perception of respondents regarding overall quality of education**

S. No.	Overall quality of education	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	12	4.0%
3	Neutral	42	14.0%
4	Agree	225	75.0%
5	Strongly Agree	21	7.0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.7: Perception of respondents regarding overall quality of education**

Education helps a person in his/her personal growth and development. It improves his quality of life, develops his decision-making powers and other life skill. Being educated enables a person to know his rights and duties towards his country as well as his society. A set of policy initiatives have been taken up by government to improve the quality of education in this country. In this background, non-government institutions are also taking an active part to improve the overall quality of education. The above Table and Figure show that 75% and 7% of the respondents have agreed and strongly agreed to the statement that overall quality of education has improved since the intervention of NGOs in their area. While as, 14% of respondents have remained neutral and only 4% have disagreed to the statement. So, it can be inferred that NGOs play a significant role in improving overall quality of education and overall literacy rate.

### **Section B: Health Sector**

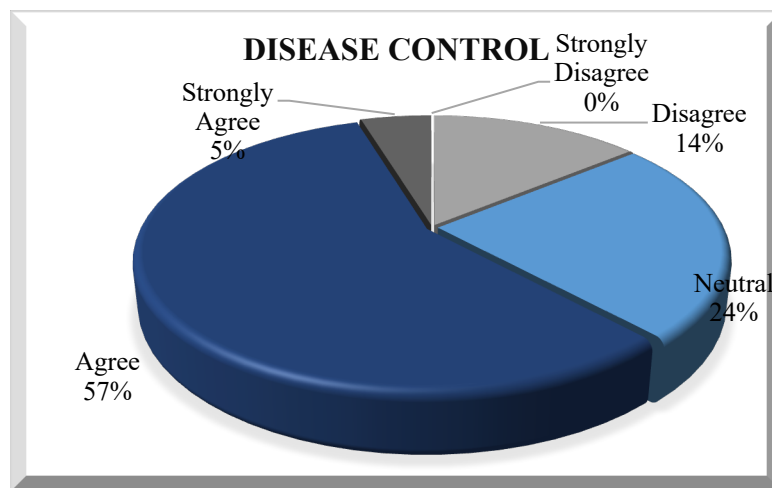
The analysis of data obtained from NGO beneficiaries related to the health sector is an important tool to measure the effectiveness of NGO programs and interventions. It provides a comprehensive view of the impact of NGO interventions on the community. One of the key areas of analysis is the coverage of health services, including preventive and curative services, such as vaccinations, awareness camps, mental health awareness, drug de addiction, rehabilitation of victims of drug abuse, hygiene and child health services, and access to clean water. This information helps to identify gaps in service delivery and areas that need improvement. In addition, data analysis in this section also provides information on the satisfaction of beneficiaries with the services provided by NGOs through various programs. This feedback can help NGOs to identify areas for improvement and tailor their programs to meet the specific needs of the community.

In conclusion, the analysis of data obtained from NGO beneficiaries related to the health sector is a crucial tool for measuring the impact of programs and interventions, and for ensuring that they are providing effective and sustainable health services to the community.

**Table 4.10: Perception of respondents regarding disease control**

S. No.	Disease control	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	42	14.0%
3	Neutral	73	24.0%
4	Agree	171	57.0%
5	Strongly Agree	14	4.7%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

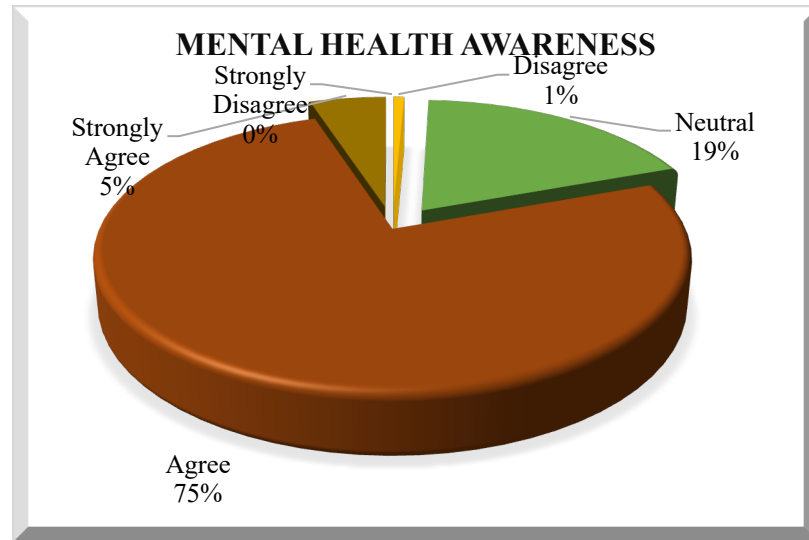
**Figure 4.8: Perception of respondents regarding disease control**

Efficient and effective healthcare systems are important to improve the socio-economic status of a country. India being a developing country faces some major challenges in terms of its healthcare facilities, disease control and other health issues faced by its citizen. The above data reveals that 57% and 5% of the respondents have agreed and strongly agreed that NGOs raise significant awareness related to disease control and other health issues. 24% of the respondents have maintained a neutral stand, while as only 14% of the respondents have disagreed with the statement. Hence, it can be concluded that NGOs are actively participating raising awareness among citizen about various health hazards and disease control initiatives.

**Table 4.11: Perception of respondents regarding mental health awareness**

S. No.	Mental health awareness	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	2	0.7%
3	Neutral	56	18.7%
4	Agree	227	75.7%
5	Strongly Agree	15	5.0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

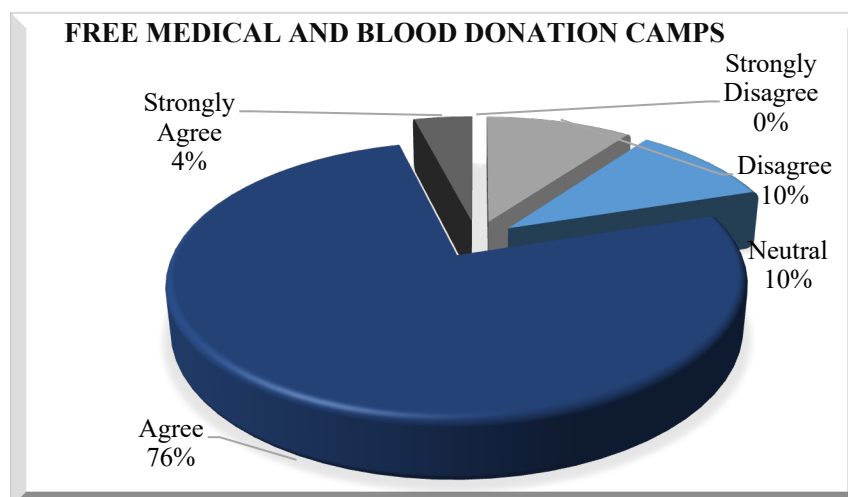
**Figure 4.9: Perception of respondents regarding mental health awareness**

Mental health awareness has become a major area of debate nowadays. Problems related to mental health of a person affects his overall well-being and all areas of his life including work performance, relationships and so on. There is a stigma attached to mental health disease because of lack of awareness among people. The above data shows that 75% and 5% of respondents have agreed and strongly agreed to the statement that NGOs play a vital role in mental health awareness, prevention of mental health disease by providing counselling and referral services in their area. While as 19% of respondents remained neutral and only 0.7% respondents disagreed with the statement. Thereby, it can be concluded that NGOs play a significant role in prevention and cure of mental health disease, raising awareness and removing stigma attached to disease such as depression, anxiety, panic disorders, ADHD, PTSD and so on.

**Table 4.12: Perception of respondents regarding free medical camps**

S. No.	Free medical and blood donation camps	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	30	10.0%
3	Neutral	30	10.0%
4	Agree	228	76.0%
5	Strongly Agree	12	4.0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

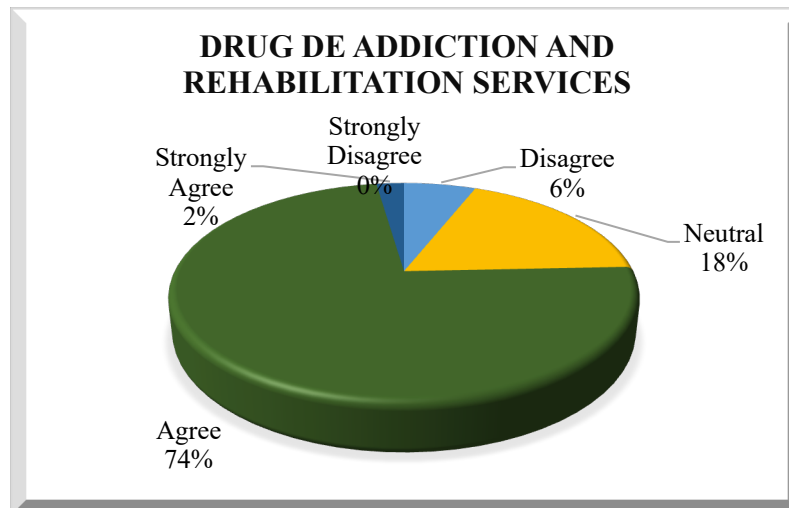
**Figure 4.10: Perception of respondents regarding free medical camps**

Free medical and blood donation camps are organized by government and non-government organizations in India particularly in impoverished areas having little or no access to healthcare facilities. In this background, 76% and 4% of the respondents have agreed and strongly agreed to the statement that NGOs organize free medical and blood donation camps in their area. While as 10% of the respondents remained neutral and only 10% of the respondents disagreed with the statement. Thus, it can be understood that NGOs are reaching out to the most vulnerable and remote sections of the society and providing them basic health care facilities.

**Table 4.13: Perception of respondents regarding drug de- addiction**

S. No.	Drug de addiction and rehabilitation services	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	18	6.0%
3	Neutral	55	18.3%
4	Agree	220	73.3%
5	Strongly Agree	7	2.3%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

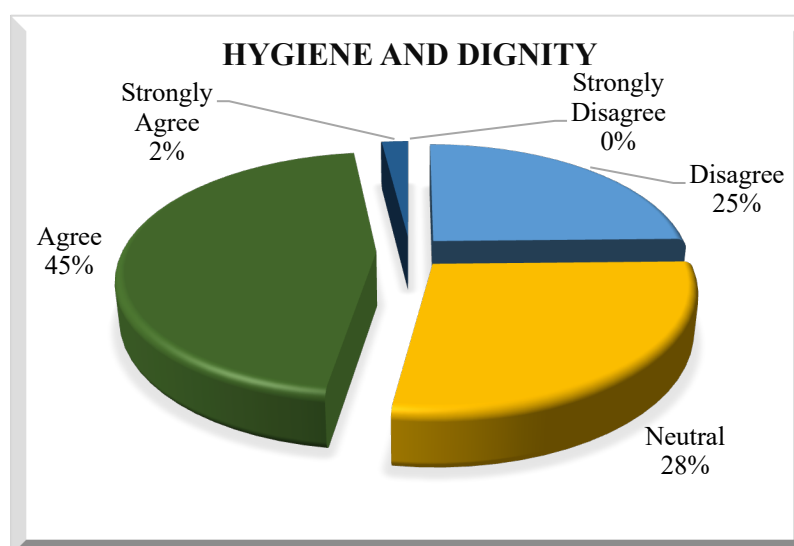
**Figure 4.11: Perception of respondents regarding drug de- addiction**

Drug abuse such as heroin, opium, cannabis, and other substance abuse is on the rise in India. Children and adolescents are a major part of population who fall prey to such activities. Drug abuse prevention policies, agencies, laws have been made to prevent drug abuse in India and rehabilitate those who are already its victims. The above data shows that 74% and 2% of the respondents agreed to the statement that NGOs play a significant role in drug de addiction and rehabilitation services. While as 18% of the respondents have taken a neutral stand and only 6% of the respondents have remained neutral. Hence it can be inferred that NGOs have become crucial in improving the standard of living in this area by raising awareness among masses about drug abuse and rehabilitating its victims, thus saving a generation of people.

**Table 4.14: Perception of respondents regarding hygiene and dignity kits**

S. No.	Hygiene and dignity	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	74	24.7%
3	Neutral	83	27.7%
4	Agree	137	45.7%
5	Strongly Agree	6	2.0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



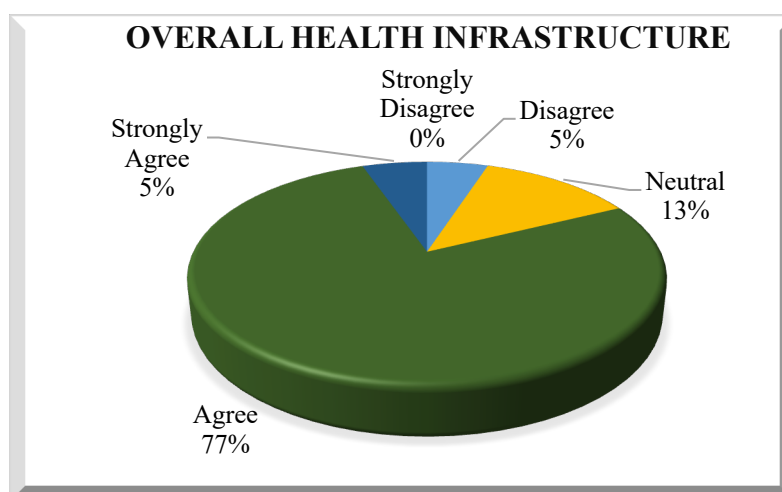
**Figure 4.12: Perception of respondents regarding hygiene and dignity kits**

Easy access to basic hygiene products should be the priority of every nation. In India, there is lack of awareness among women about proper knowledge of sanitary napkins and other menstrual products. Open defecation, lack of basic sanitation is another major problem. In this background, 45% and 2% of the respondents have agreed and strongly agreed to the statement that NGOs provide basic hygiene and dignity kits in their area. While as 28% of the respondents have taken a neutral stand and 25% have disagreed to the statement.

**Table 4.15: Perception of respondents regarding overall health infrastructure**

S. No.	Overall health infrastructure	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	15	5.0%
3	Neutral	38	12.7%
4	Agree	231	77.0%
5	Strongly Agree	16	5.3%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.13: Perception of respondents regarding overall health infrastructure**

Efficient health infrastructure is the backbone of a country's socio- economic development. The above data shows that 77% and 5% of the respondents have agreed to the statement that overall health infrastructure has improved since the intervention of NGOs in their area. While as 13% of the respondents have marked their responses as neutral and only 5% have disagreed with the statement. Thus, it can be inferred that NGOs have become indispensable in developing the health infrastructure of study area.

### **Section C: Women empowerment**

Women empowerment is a critical aspect of achieving gender equality and is essential for the overall development of societies. NGOs play a crucial role in promoting women's empowerment by providing support, resources, and services to women in need. They work to break down the barriers that prevent women from



reaching their full potential and strive to create a more equal and just society for all. An analysis of data obtained from NGO beneficiaries related to women empowerment sector is a crucial step in understanding the impact of interventions and programs aimed at promoting gender equality and empowering women. The data collected from beneficiaries can provide valuable insights into the effectiveness of these programs and the areas where they can be improved. Thereby, this section deals with the analysis of data obtained from respondents related to the women empowerment. The aim of the analysis is to understand the impact of programs and interventions aimed at promoting gender equality and empowering women. The analysis includes measuring changes in women's social and economic status because of their involvement in the programs and understanding the barriers that women face in accessing the programs and services offered by the NGO. The data can be used to identify cultural and social barriers that may be hindering the progress of women and to develop strategies to address these issues. Various reasons of women disempowerment and disempowerment have been assessed in this section such as gender-based violence, creation of SHGs, livelihood opportunities to women and more, as discussed in the interpretation of tables and figures as follows:

**Table 4.16: Perception of respondents regarding gender-based violence**

<b>S. No.</b>	<b>Gender based violence and its prevention</b>	<b>Frequency</b>	<b>Percentage</b>
<b>1</b>	Strongly Disagree	10	3.3%
<b>2</b>	Disagree	48	16.0%
<b>3</b>	Neutral	74	24.7%
<b>4</b>	Agree	148	49.3%
<b>5</b>	Strongly Agree	20	6.7%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*

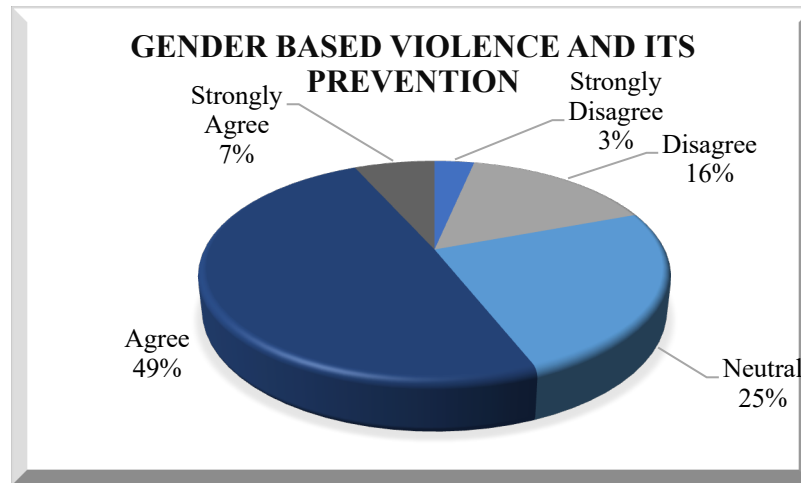


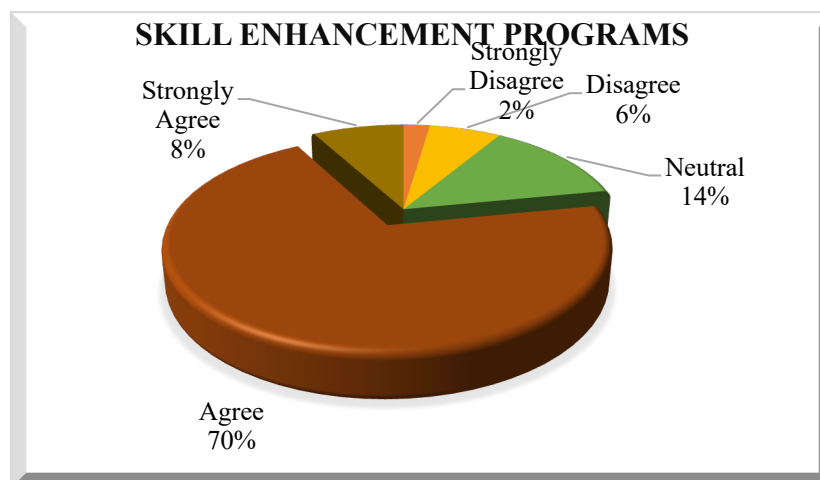
Figure 4.14: Perception of respondents regarding gender-based violence

Gender based violence includes forms of violence involving a particular gender. In India, the crimes are usually against women including murder, rape, dowry, human trafficking, domestic violence and so on. In this background, the inferences drawn from the above data show that 49% and 7 % of the respondents have agreed and strongly agreed to the statement that NGOs have raised significant awareness related to gender based violence and its prevention. While as 25% of the respondents have taken a neutral stand, 16% and 3% of the respondents have disagreed and strongly disagreed with the statement respectively. Therefore, the results reveal that NGOs are making efforts to reach out to such victims and prevent abuse of women in any form.

Table 4.17: Perception of respondents regarding SHGs (Self-help groups)

S. No.	Skill enhancement programs	Frequency	Percentage
1	Strongly Disagree	7	2.3%
2	Disagree	19	6.3%
3	Neutral	40	13.3%
4	Agree	210	70%
5	Strongly Agree	24	8%
<b>Total</b>		<b>300</b>	<b>100%</b>

(Source-Primary)



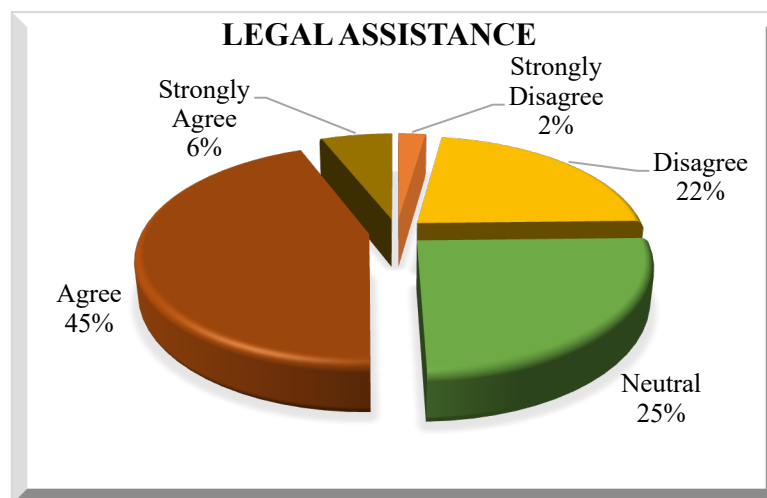
**Figure 4.15: Perception of respondents regarding SHGs (Self-help groups)**

Skill enhancement or skill development makes a person employable. The ministry of skill development in India provides trainings and workshops to unemployed youth especially women so that they can become driving force for socio economic development of country. Non- Government organizations also work at grass root levels and in close coordination with people to implement such schemes, empower women to form self-help groups and undergo skill development courses. In this background, the above table and figure show that 70% and 8% of the respondents agreed to the statement that NGOs provide livelihood opportunities by creating SHGs for women and providing skill enhancement programs in their area. While as 14% have remained neutral, 6% and 2% of the respondents have disagreed and strongly disagreed with the statement respectively. Thereby, from the above results it can be inferred that NGOs have become instrumental in skill enhancement and providing livelihood opportunities.

**Table 4.18: Perception of respondents regarding legal assistance to women**

S. No.	Legal assistance	Frequency	Percentage
1	Strongly Disagree	7	2.3%
2	Disagree	67	22.3%
3	Neutral	75	25.0%
4	Agree	133	44.3%
5	Strongly Agree	18	6.0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



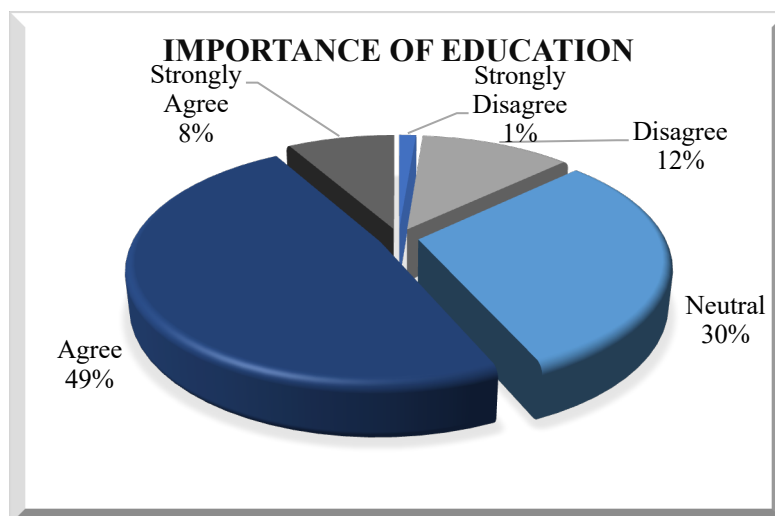
**Figure 4.16: Perception of respondents regarding legal assistance to women**

The problem of domestic violence is persistent in a patriarchal society such as India. Strict laws, rules and regulations need to be put in place to ensure safety of women. Legal and other forms of assistance should be provided to such victims as and when needed. In this background, the above table and figure show that 45% and 6% of the respondents have agreed to the statement that NGOs provide legal assistance to women who are victims of domestic violence and other social abuse in their area. While as 25% of the respondents have taken a neutral stand, 22% and 2% of the respondents have disagreed and strongly disagreed to the statement respectively. The results reveal that the only in few households' legal assistance is provided to victims of domestic violence in study area.

**Table 4.19 : Perception of respondents regarding importance of education**

S. No.	Importance of education	Frequency	Percentage
1	Strongly Disagree	4	1.3%
2	Disagree	35	11.7%
3	Neutral	91	30.3%
4	Agree	145	48.3%
5	Strongly Agree	25	8.3%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



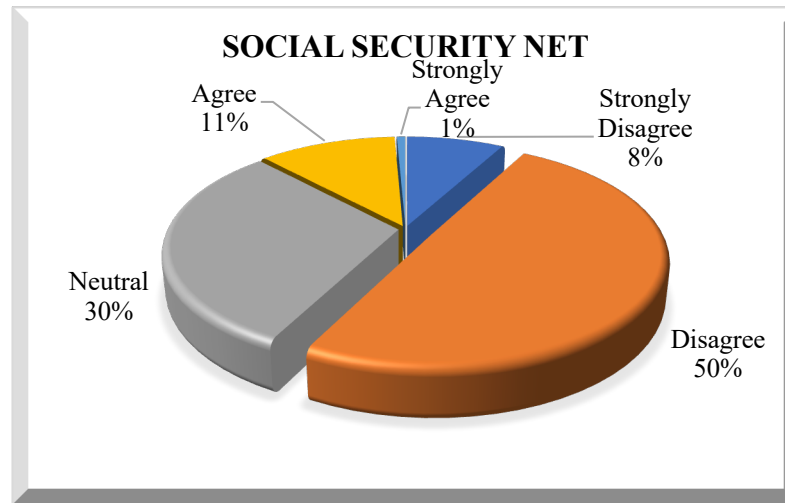
**Figure 4.17: Perception of respondents regarding importance of education**

Female literacy rate in India is less than male literacy rate. Schemes and policies such as “Beti Bachao, Beti Padhao” were launched with a special focus on education of girl child. In this milieu, the above data reveals that 49% and 8% of the respondents have agreed and strongly agreed to the statement that awareness related to importance of education among women has increased after the intervention of NGOs in their area. While as 30% of the respondents have marked their response as neutral, 12% and 1% of the respondents have disagreed and strongly disagreed with the statement. Thus, it can be inferred that the efforts taken by NGOs to raise awareness among people to educate women are not sufficient as almost an equal number of respondents either remained neutral or disagreed with the statement.

**Table 4.20 : Perception of respondents regarding social security net**

S. No.	Social security net	Frequency	Percentage
1	Strongly Disagree	24	8.0%
2	Disagree	149	49.7%
3	Neutral	91	30.3%
4	Agree	34	11.3%
5	Strongly Agree	2	0.7%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



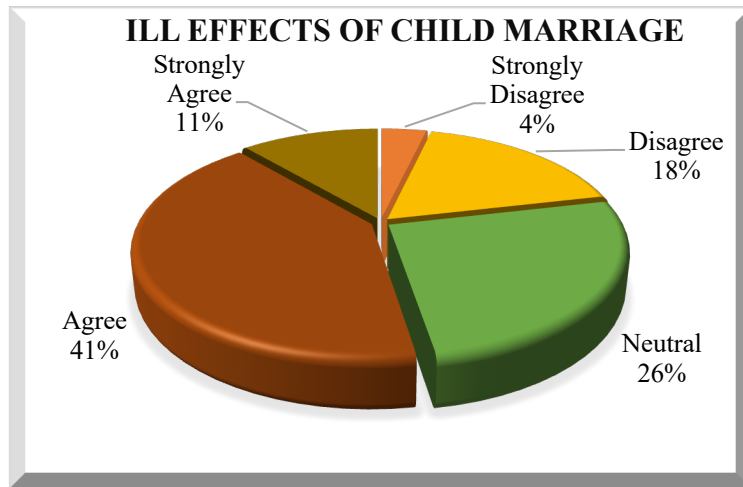
**Figure 4.18 : Perception of respondents regarding social security net**

Social security net helps the poor and vulnerable communities at the time of health issues or financial crises. There are pension schemes and other forms of financial assistance available for widows which are mostly provided by government. Here, the results in above table and figure show that 50% and 8% of the respondents disagree and strongly disagree with the statement that social security net is being provided by NGOs in their area. While as 30% of the respondents maintained a neutral stand and only 11% and 1% of the respondents agreed and strongly agreed to the statement respectively. Thereby, it can be concluded that NGOs provide little or no social security net to widows of study area.

**Table 4.21: Perception of respondents regarding ill effects of child marriage**

S. No.	Ill effects of child marriage	Frequency	Percentage
1	Strongly Disagree	11	3.7%
2	Disagree	53	17.7%
3	Neutral	78	26.0%
4	Agree	124	41.3%
5	Strongly Agree	34	11.3%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.19: Perception of respondents regarding ill effects of child marriage**

Cases of child marriages are on rise in India, it has its roots in traditions and culture of this country. People are not aware of its ill effects on a child both mentally and physically. In this background, the above results show that 41% and 11% of the respondents have agreed and strongly agreed to the statement that NGOs have raised significant awareness related to ill effects of child marriage. On the other hand, 26% respondents have taken a neutral stand, 18% and 4% of the respondents have disagreed and strongly disagreed with the statement respectively.

In the above three sections, education, health, and women empowerment as the indicators of the social development, are analyzed and interpreted. Along with the social development, economic development is also imperative for holistic development of a nation. Hence, in the next section indicators of economic development such as livelihood opportunities, income generation, microfinance is analyzed and interpreted as shown in different tables and figures below.

#### **Section D: Economic development**

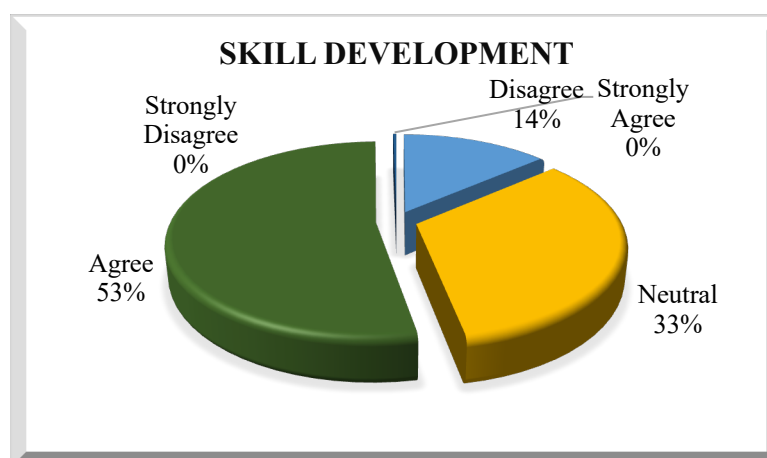
Economic development is a multi-faceted concept that involves changes in social, political, and economic structures and institutions. It refers to the process of improving the economic well-being and quality of life of a society through various means. Non-Governmental Organizations play a crucial role in promoting economic development by intervening in various aspects of the economy. They act as advocates

for marginalized groups, working to address issues such as poverty, inequality, and discrimination. One of the ways that NGOs intervene in economic development is through microfinance programs. These programs provide small loans to individuals or groups who lack access to traditional banking services. By providing access to credit, NGOs enable people to start or expand businesses, which in turn creates jobs and drives economic growth. This section deals with analysis of data and perception of respondents regarding the role of NGOs in the economic development of marginalized sections of Srinagar district through skill development programs, livelihood opportunities, awareness about employment generation schemes and improvement in overall living standard through various initiatives and projects of NGOs in economic development as reflected in the tables and figures below.

**Table 4.22: Perception of respondents regarding skill development**

S. No.	Skill development	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	41	13.7%
3	Neutral	100	33.3%
4	Agree	158	52.7%
5	Strongly Agree	1	0.3%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.20: Perception of respondents regarding skill development**

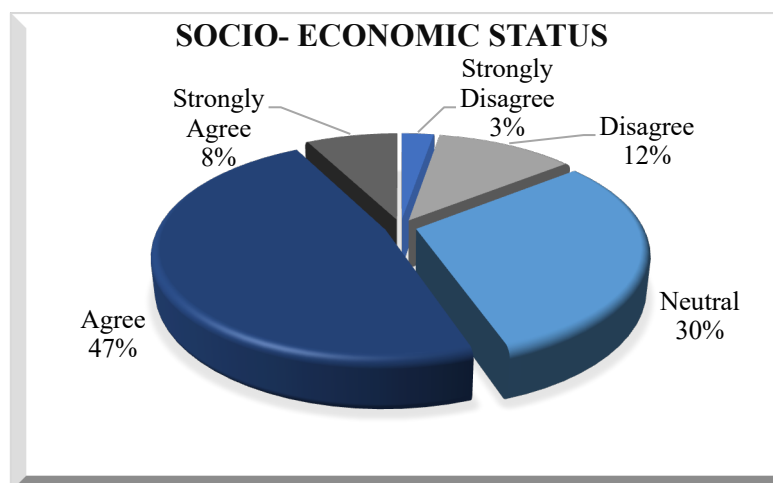


NGOs are vital for turning the human population into the productive human resources. They impart relevant training and skills to disadvantaged populace for uplifting their livelihood and standard of living. In this context, the data has revealed that majority of the respondents (53%) agree with the preposition that NGO's impart skills to the people at large. While as 13% of respondents disagree and 33% respondents shown their neutral stand upon the given stated fact. Therefore, it can be inferred from the data that NGOs are in crude stage, but they have taken a positive lead to impart the quality training and skills to the people.

**Table 4.23: Perception of respondents regarding socio- economic status**

S. No.	Socio- economic status	Frequency	Percentage
1	Strongly Disagree	8	2.7%
2	Disagree	35	11.7%
3	Neutral	91	30.3%
4	Agree	143	47.7%
5	Strongly Agree	23	7.7%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.21: Perception of respondents regarding socio- economic status**

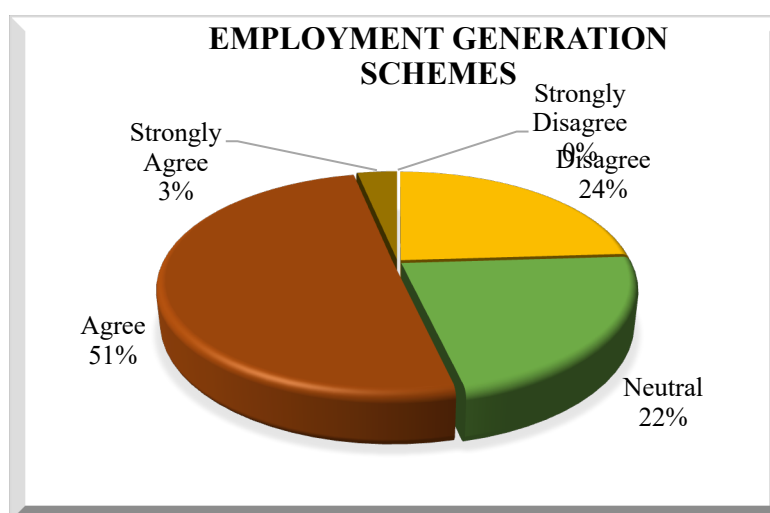
Improving one's condition of living through education, income generation, changes in lifestyle implies that the person has improved his socio-economic status. In this background, the above data reveals that 47% and 8% of the respondents have agreed and strongly agreed to the statement that their socio-economic status has

improved since the intervention of NGOs, while as 30% of the respondents have taken a neutral stand, 12% and 3% of the respondents have disagreed and strongly disagreed with the statement respectively. Hence, it can be stated that NGOs play a critical role in improving condition of living, developing infrastructure and eradicating poverty.

**Table 4.24: Perception of respondents regarding awareness about employment generation schemes**

S. No.	Employment generation schemes	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	72	24.0%
3	Neutral	67	22.3%
4	Agree	151	50.3%
5	Strongly Agree	10	3.3%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.22: Perception of respondents regarding awareness about various employment generation schemes**

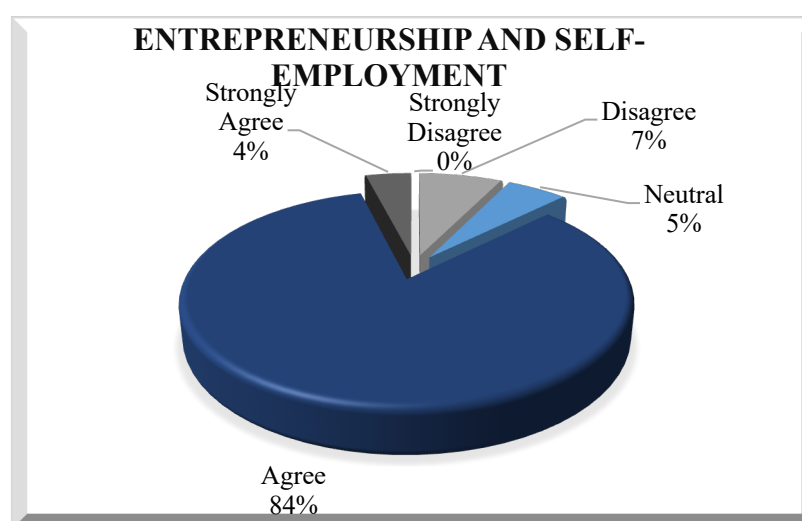
The youth of our country, both educated and uneducated face the problem of unemployment because of limited available job opportunities and many other reasons as well. Government of India has started various employment programs and policies to increase employment. In this background, the above table and figure show that 51% and 3% of the respondents agree and strongly agree with the statement that NGOs raise

awareness about various employment generation schemes of government, while as 22% of the respondents marked their response as neutral, 24% respondents disagreed with the statement. Thereby, it can be inferred that NGOs play a vital role in empowering citizen to take benefits from central employment generation schemes and policies.

**Table 4.25: Perception of respondents regarding self-employment opportunities**

S. No.	Entrepreneurship and self-employment	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	22	7.3%
3	Neutral	16	5.3%
4	Agree	250	83.3%
5	Strongly Agree	12	4.0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.23: Perception of respondents regarding self-employment opportunities**

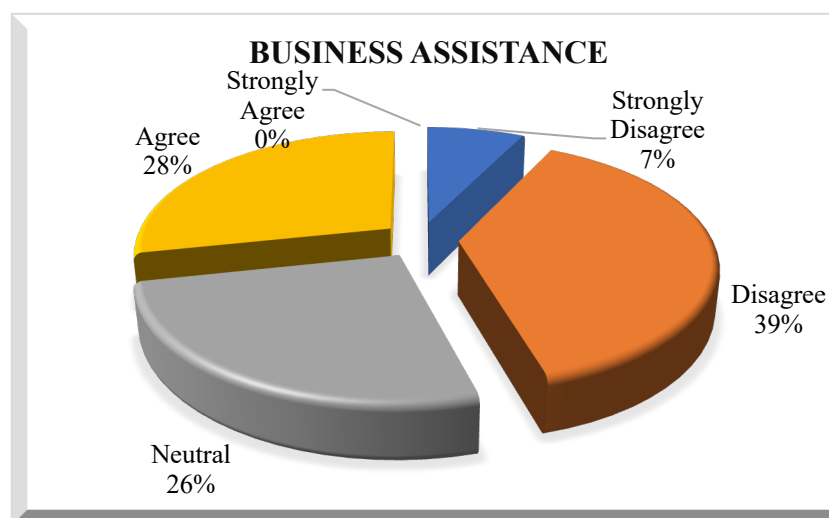
India's participation in entrepreneurship and start up programs is contributing to its economic growth at a rapid rate. Both government and non-government institutions are contributing to promote entrepreneurship and self-employment opportunities. In this backdrop, the above data shows that 84% and 4% of the respondents have agreed and strongly agreed to the statement that NGOs promote entrepreneurship and self-

employment opportunities in their area. While as 5% have taken a neutral stand and only 7% have disagreed with the statement. Therefore, from the above results it can be inferred that NGOs play a significant role to promote entrepreneurship and self-employment opportunities and contributing to overall economic growth of India.

**Table 4.26: Perception of respondents regarding business assistance**

S. No.	Business assistance	Frequency	Percentage
1	Strongly Disagree	22	7.3%
2	Disagree	115	38.3%
3	Neutral	78	26.0%
4	Agree	85	28.3%
5	Strongly Agree	0	0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.24: Perception of respondents regarding business assistance**

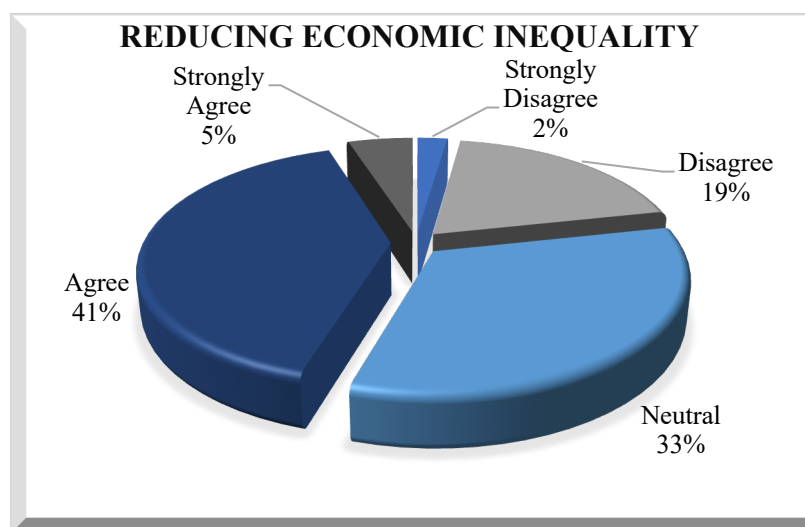
In India, various programs and schemes have been launched to support small business and start-ups such as subsidies, loans, and other forms of financial and non-financial assistance. In this background, the above table reflects that majority of the respondents i.e., 39%, 7% and 26% either disagreed, strongly disagreed, or remained neutral to the statement that NGOs provide business assistance in terms of monetary and capital assistance (Raw material, tools etc.). While as only 28% of the respondents

agreed with the statement. Thus, from the results, it can be inferred that NGOs contribute little or nothing in terms of monetary or any other form of business assistance to start ups in the study area. Here, government plays a vital role in motivating people to start their own enterprises by providing them financial assistance under various government schemes.

**Table 4.27: Perception of respondents regarding reduction in economic inequality**

S. No.	Reducing economic inequality	Frequency	Percentage
1	Strongly Disagree	7	2.3%
2	Disagree	58	19.3%
3	Neutral	99	33.0%
4	Agree	121	40.3%
5	Strongly Agree	15	5.0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.25: Perception of respondents regarding reduction in economic inequality**

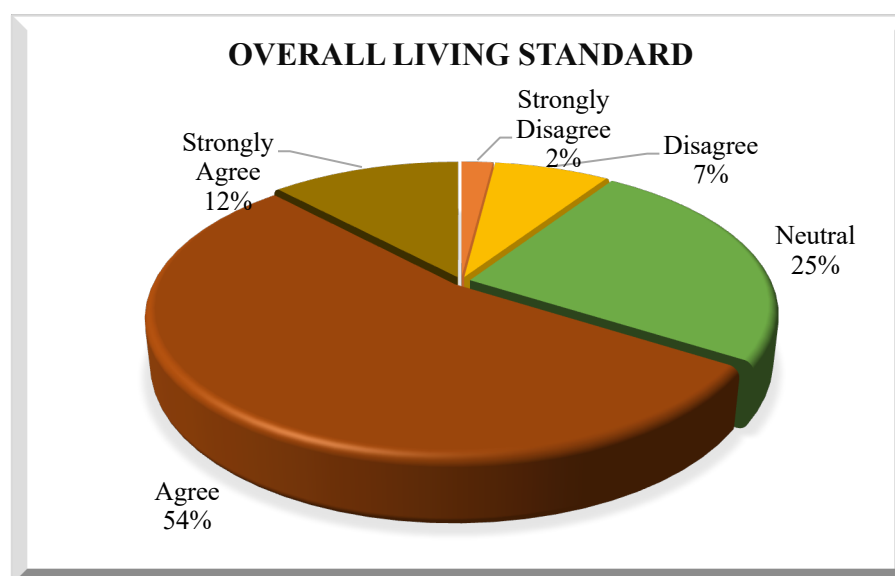
In India, the rich are getting richer, and the poor are getting poorer. There is unequal distribution of wealth among people, as rightly pointed out by inequality report 2020 “India stands out as poor and very unequal country, with an affluent elite”. In this milieu, table 35 and figure 35 show that 41% and 5% of the respondents have agreed with the statement that NGOs work towards reducing economic inequality in society,

while as 33% of respondents have taken a neutral stand, 19% and 2% of the respondents have disagreed and strongly disagreed with the statement.

**Table 4.28: Perception of respondents regarding improvement in overall living standard**

S. No.	Overall living standard	Frequency	Percentage
1	Strongly Disagree	6	2.0%
2	Disagree	22	7.3%
3	Neutral	74	24.7%
4	Agree	162	54.0%
5	Strongly Agree	36	12.0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.26: Perception of respondents regarding improvement in overall living standard**

Overall standard of living in India varies from village to village and from state to state. Slums and five-star hotels can be found on the same street. In this background, 54% and 12% of the respondents have agreed and strongly agreed to the statement that Overall living standard has improved since the intervention of NGOs in their area.

While as 25% respondents have remained neutral and only 7% and 2% of the respondents have disagreed with the statement. Therefore, it can be inferred that since the intervention of NGOs the overall living standard of people in the study area has improved significantly.

From the above sections, it can be concluded that to achieve socio-economic development, government organisations and NGOs implement policies and programs aimed at improving access to education, healthcare, and other essential services, increasing job opportunities, reducing poverty, and promoting sustainable economic growth. However, the perceptions of respondents also indicate some limitations in the impact of NGOs due to some underlying reasons which have been analyzed and interpreted in the below section.

#### **Section E: Problems faced in getting assistance.**

NGOs play a crucial role in providing aid and assistance to those in need. Despite the good intentions of these organizations, the process of getting assistance can often be fraught with problems for the beneficiaries. Some common challenges faced by beneficiaries include:

- ***Lack of Awareness:*** Many potential beneficiaries are unaware of the assistance available to them. This can be due to poor dissemination of information or a lack of outreach efforts by the NGOs.
- ***Bureaucracy:*** The application process for receiving aid is sometimes complex and time-consuming, requiring multiple forms and documentation. This can make it difficult for those who are not familiar with the system or who have limited access to resources.
- ***Corruption:*** Corruption poses a major barrier for beneficiaries in accessing aid. Officials may demand bribes or provide assistance only to those who are connected to them, leading to an unfair distribution of resources.
- ***Discrimination:*** In some cases, aid may not be provided equally to all members of a community, leading to discrimination based on factors such as gender, ethnicity, or socioeconomic status.

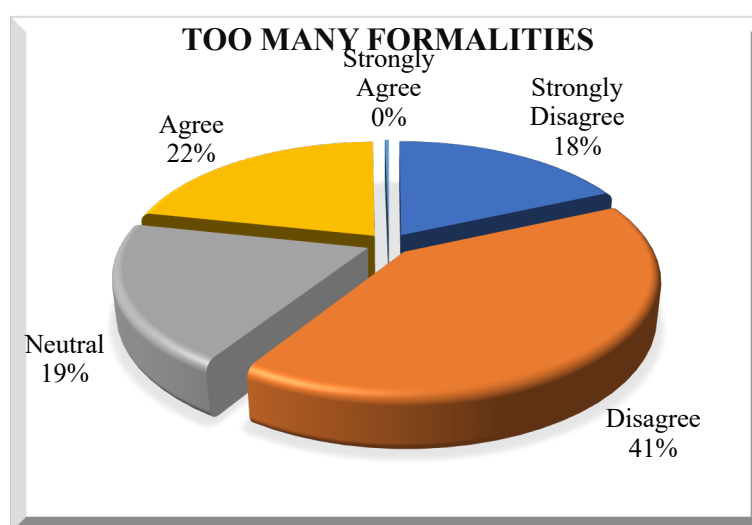
- **Limited Resources:** Despite the best efforts of NGOs, there are often not enough resources to meet the needs of all beneficiaries. This can lead to a situation where aid is rationed or prioritized for certain groups, leaving others without assistance.

These problems can lead to a loss of trust in NGOs and can undermine the effectiveness of their efforts to aid. It is important for NGOs to be transparent and accountable in their processes and to work to address these challenges to ensure that aid reaches those who need it most. In this background, this section deals with the perception of respondents regarding various problems faced by them in getting assistance from NGOs in Srinagar district and highlights interpretations drawn from results obtained from data in different tables and figures as follows:

**Table 4.29: Perception of respondents regarding formalities for getting assistance.**

S. No.	Too many formalities	Frequency	Percentage
1	Strongly Disagree	55	18.3%
2	Disagree	122	40.7%
3	Neutral	58	19.3%
4	Agree	64	21.3%
5	Strongly Agree	1	0.3%
<b>Total</b>		<b>300</b>	<b>100%</b>

(Source-Primary)



**Figure 4.27: Perception of respondents regarding formalities for getting assistance**

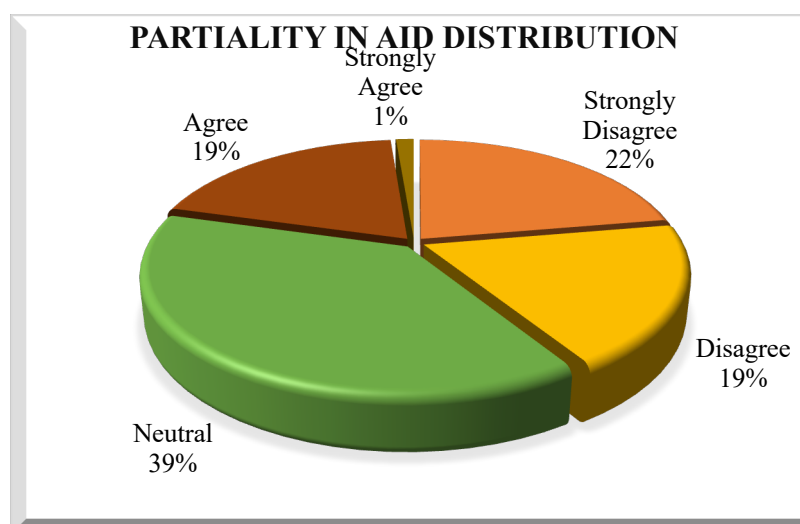


In India, majority of the population lives either below the poverty line or belong to economically weaker sections of the society. NGOs are a beacon of hope for such people as they feel more comfortable to share their problems with volunteers from NGOs rather than any government official. In this background 41% and 18% of the respondents have disagreed or strongly disagreed with the statement that they have face too many formalities in getting assistance from NGOs, while as 19% of the respondents have remained neutral and only 22% of the respondents have agreed to the statement. This shows the positive approach of NGOs towards its beneficiaries who can get any sort of aid from them without facing any challenges.

**Table 4.30: Perception of respondents regarding partiality in aid distribution**

S. No.	Partiality in aid distribution	Frequency	Percentage
1	Strongly Disagree	67	22.3%
2	Disagree	56	18.7%
3	Neutral	115	38.3%
4	Agree	58	19.3%
5	Strongly Agree	4	1.3%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.28: Perception of respondents regarding partiality in aid distribution**

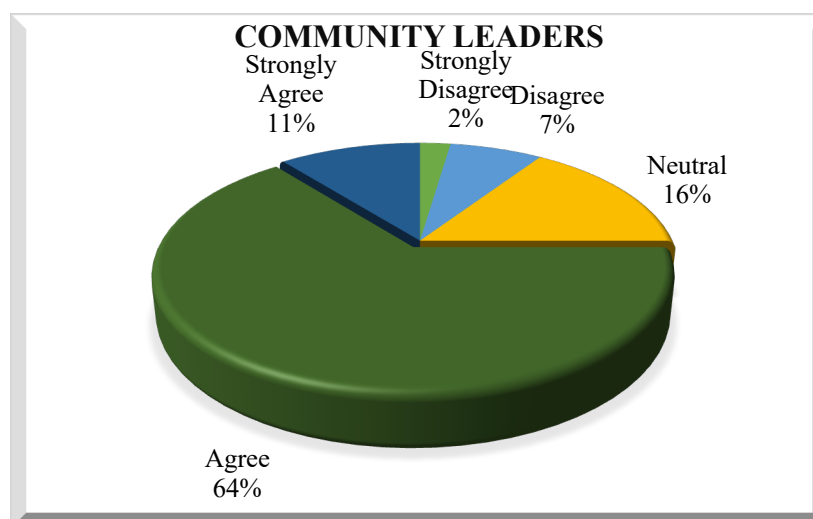
Humanitarian aid must be provided solely for the purpose of upliftment of weaker sections without any partiality or favoritism. The above table 38 and figure 38

reveal that 19% and 22% of the respondents have disagreed and strongly disagreed with the statement that there is partiality in aid distribution of NGOs, while as 39% of the respondents have taken a neutral stand, only 19% and 1% of the respondents have agreed and strongly agreed with the statement. Thereby, it can be concluded that majority of the respondents are either disagreeing with the statement or have taken a neutral stand and only few have agreed that partiality exists in aid distribution.

**Table 4.31: Perception of respondents regarding Interference of community leaders**

S. No.	Community leaders	Frequency	Percentage
1	Strongly Disagree	7	2.3%
2	Disagree	21	7.0%
3	Neutral	47	15.7%
4	Agree	193	64.3%
5	Strongly Agree	32	10.7%
<b>Total</b>		<b>300</b>	<b>100%</b>

(Source-Primary)



**Figure 4.29: Perception of respondents regarding Interference of community leaders**

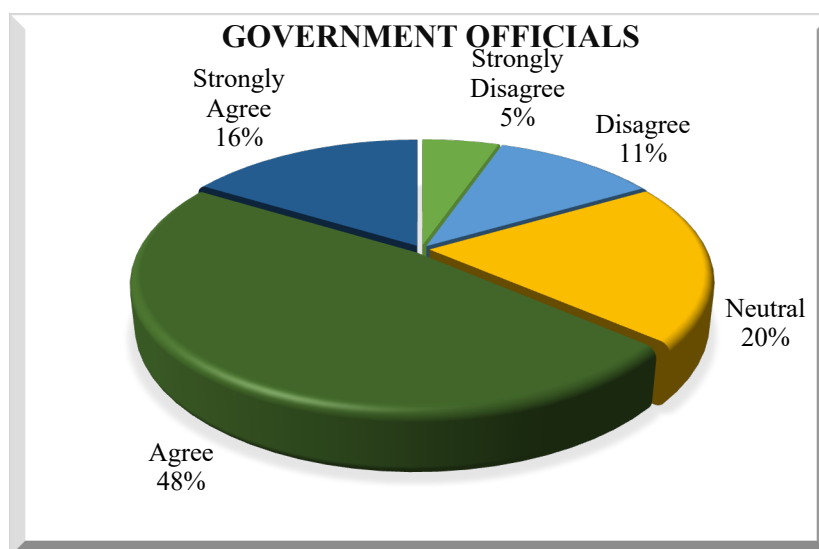
Aid distribution by NGOs is a challenging task, NGOs work at grass root levels to ensure that aid reaches to targeted groups without any hindrance. In this backdrop,

64% and 11% of the respondents have agreed to the statement that there is inference of community leaders in aid distribution by NGOs in their area, while as 16% of the respondents have taken a neutral stand and only 7% and 2% of the respondents have disagreed with the statement. Thus, it can be inferred that, majority of the respondents in the study area accept the statement that community leaders hamper the aid distribution process of NGOs, thus causing trouble to local population.

**Table 4.32: Perception of respondents regarding interference of government officials**

S. No.	Government officials	Frequency	Percentage
1	Strongly Disagree	16	5.3%
2	Disagree	34	11.3%
3	Neutral	59	19.7%
4	Agree	142	47.3%
5	Strongly Agree	49	16.3%
<b>Total</b>		<b>300</b>	<b>100%</b>

(Source-Primary)



**Figure 4.30: Perception of respondents regarding interference of government officials**

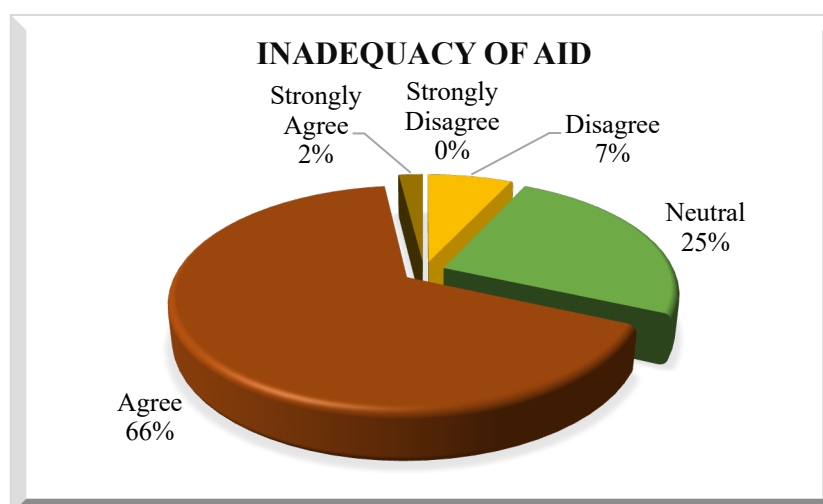
In the recent past, several cases of fraud, terror funding, cases of embezzlements by NGOs have come to limelight causing suspicion among government official about

the working of NGOs. In this background, 48% and 16% of the NGOs have agreed and strongly agreed to the statement that there is interference of government official in aid distribution work of NGOs, while as 20% have taken a neutral stand and only 11% and 5% have disagreed and strongly disagreed with the statement. Thereby, above data highlights the continuous interference of government officials in the working of NGOs, thus discouraging their diminishing their work performance.

**Table 4.33: Perception of respondents regarding inadequacy of aid**

S. No.	Inadequacy of aid	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	21	7.0%
3	Neutral	74	24.7%
4	Agree	199	66.3%
5	Strongly Agree	6	2.0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.31: Perception of respondents regarding inadequacy of aid**

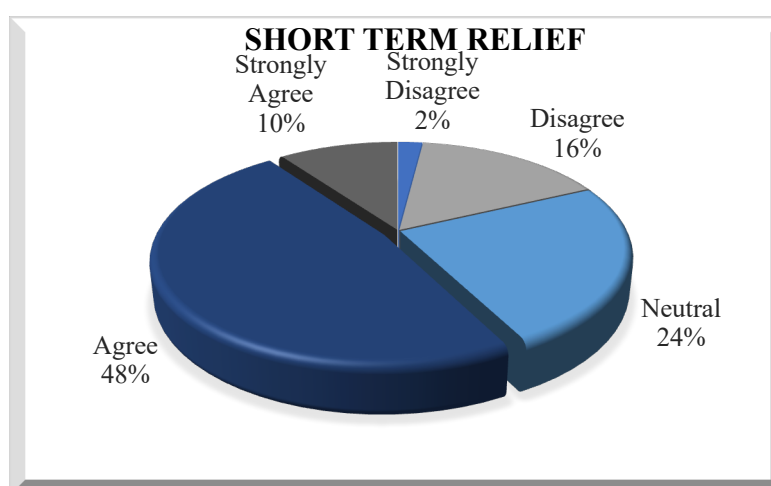
NGOs play a vital role in distribution of aid among its beneficiaries which can be either monetary or non-monetary. In this background, the above data from table and figure reveals that 66% and 2% of the respondents agree and strongly agree with the statement that the aid distributed by NGOs in their area is inadequate. While as 25% of the respondents marked their response as neutral and only 7% of the respondents disagreed with the statement. Thereby, it can be inferred that majority of the

respondents who are particularly from vulnerable and underprivileged communities believe that the aid provide to them is not sufficient to meet their basic needs.

**Table 4.34: Perception of respondents regarding short term relief**

S. No.	Short term relief	Frequency	Percentage
1	Strongly Disagree	6	2.0%
2	Disagree	48	16.0%
3	Neutral	73	24.3%
4	Agree	143	47.7%
5	Strongly Agree	30	10.0%
<b>Total</b>		<b>300</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.32:Short term relief**

NGOs work in different sectors providing different forms assistance in every sector. They play a major role in relief and rehabilitation especially at the time of disasters. In this milieu, the above data from table and figure reveal that majority of the respondents which form 48% and 10% of the total number of respondents agreed and strongly agreed with the statement that the relief provided by NGOs in their area is short term, while as 24% of the respondents marked their response as neutral and only 16% and 2% of the respondents disagreed and strongly disagreed with the statement. Hence it can be concluded that either the communities over expect from NGOs and are becoming dependent on them, or the relief provided by these NGOs is only short-term giving them false hopes.

## SECTION II: PERCEPTIONS OF NGO STAFF

Section I has presented an exploration into the perception of respondents (beneficiaries) with respect NGOs and the services offered by them. In the background of section I, it has been concluded that NGO's in Jammu and Kashmir and more particularly in Srinagar district have engaged themselves in variety of activities including imparting education, employment, skills and training, health, and others. Despite the important role that NGOs play in promoting socio-economic development, there has been limited research on the impact of these organizations. In this context, this section aims to fill the gap by assessing the impact of NGOs by focusing on the perspectives of the NGOs themselves, providing insights into their views on the role they play and the challenges they face. It becomes important that a parallel mechanism for verifying the facts and substantiating the beneficiaries perception. Therefore, the officials of NGOs engaged in management and implementation of various policy measures are part of this research. The study was conducted through a survey of a representative sample of 20 NGOs in Srinagar district, with data collected through questionnaires from staff members of each organization as shown in Table 5.1. The inferences drawn from data are presented in a clear and concise manner, with a focus on key themes and trends. This section analyses the data collected from 100 respondents (officials of NGO's). Therefore, all the findings and data enshrined in this section have direct bearing upon the administrative and governance mechanism of NGOs. All the subject matter presented in this section has been systematically arranged under appropriate themes in different sub sections.

**Table 4.35: Profile Of NGOs Selected For The Purpose Of This Study**

S. No.	NGO	Year of Registration	Registration status	No of Respondents
1	JKASW	2006	Societies Registration Act, 1861	5
2	Save the children	2008	Societies Registration Act, 1861	5
3	Athrout Kashmir	2004	Societies Registration Act, 1861	5

<b>4</b>	Action Aid	1972	Company's act 1948-1976	5
<b>5</b>	J&K Yateem Trust	1972	J&K state societies registration act -1998	5
<b>6</b>	J&K Help Poor Voluntary trust	1998	J&K state societies registration act -1998	5
<b>7</b>	Social Reforms Organization (SRO)	1999	Indian trust act, 1882	5
<b>8</b>	Sahuliyat Kashmir	2018	Indian trust act, 1882	5
<b>9</b>	Serving Nations	2015	J&K state societies registration act -1998	5
<b>10</b>	Human welfare Voluntary organization	2009	J&K state societies registration act -1998	5
<b>11</b>	Human welfare organization	2006	J&K state societies registration act -1998	5
<b>12</b>	Mukhtar memorial society	2004	J&k state societies registration act -1998	5
<b>13</b>	Centre For Youth Development	2012	J&K state societies registration act -1998	5
<b>14</b>	People's welfare forum	2001	J&K state societies registration act -1998	5
<b>15</b>	Islamic relief and research trust	2000	J&K state societies registration act -1998	5

16	Aarifeen Womens Welfare Society (NGO)	2009	J&K state societies registration act -1998	5
17	KFORD	2009	Trust act of 1977	5
18	Elfa international	2017	J&K state societies registration act -1998	5
19	Sultan ul Aarifeen Aagosh trust	2015	Indian trust act, 1882	5
20	Humanity welfare organization	2003	J&K state societies registration act -1998	5

*(Source-NGO Websites)*

### **Section A: Education sector**

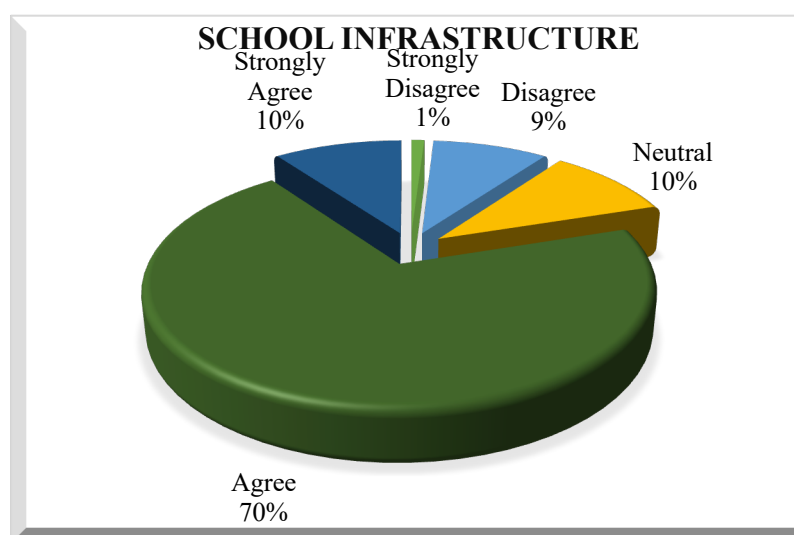
Education sector has been a major focus for governments, non-governmental organizations (NGOs), and other stakeholders in their efforts to improve the lives of individuals and communities. The section explores the challenges faced by the education sector, such as limited resources, insufficient infrastructure, and lack of trained teachers, and how these challenges can be addressed. In this section, the role of NGOs in the education sector through the perspective of NGO staff and how they are working to provide access to education, improve the quality of education, and empower individuals and communities is analyzed and interpreted from the data shown in figures and tables. This section provides a comprehensive examination of the role of NGOs in education sector of Srinagar district and its impact on socio-economic development.



**Table 4.36: Perception of respondents regarding school infrastructure**

S. No.	School infrastructure	Frequency	Percentage
1	Strongly Disagree	1	1%
2	Disagree	9	9%
3	Neutral	10	10%
4	Agree	70	70%
5	Strongly Agree	10	10%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



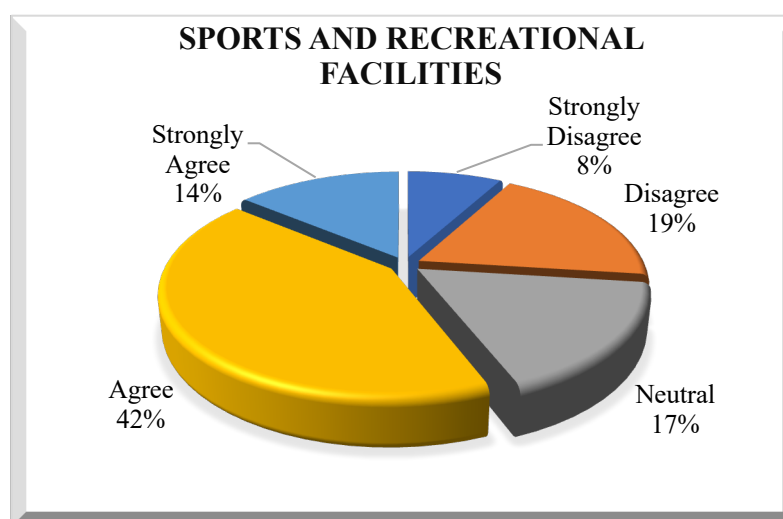
**Figure 4.33: Perception of respondents regarding school infrastructure**

NGOs take up initiatives either on their own or in collaboration with government to improve basic school infrastructure in our country. In this backdrop, the above data indicates that majority of the respondents i.e., 70% and 10% agreed and strongly agreed with the statement that NGOs help in the improvement of school infrastructure in their area, while as 10% of the respondents have taken a neutral stand, only 9% and 1% of the respondents have disagreed and strongly disagreed with the statement.

**Table 4.37: Perception of respondents regarding sports and recreational facilities**

S. No.	Sports and recreational facilities	Frequency	Percentage
1	Strongly Disagree	8	8%
2	Disagree	19	19%
3	Neutral	17	17%
4	Agree	42	42%
5	Strongly Agree	14	14%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



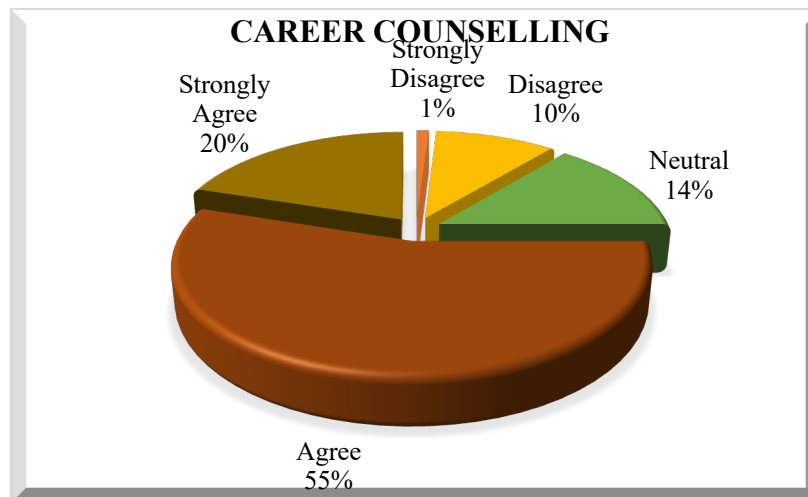
**Figure 4.34: Perception of respondents regarding sports and recreational facilities**

State in collaboration with non- state actors play a significant role in upgrading sports and recreational facilities in educational institution across India. In this backdrop, the above table and figure reveal that 42% and 14% of the respondents have agreed and strongly agreed with the statement that NGOs enhance sports and recreational facilities in the study area. While as 17% of the respondents have taken a neutral stand, 19% and 8% of the respondents disagreed and strongly disagreed with the statement. Thereby, from the above results it can be inferred that majority of the respondents agree that the NGOs in which they work play a vital role in development of school infrastructure by developing its sports and recreational facilities and engaging youth in more and more physical activity.

**Table 4.38: Perception of respondents regarding career counselling**

S. No.	Career counselling	Frequency	Percentage
1	Strongly Disagree	1	1%
2	Disagree	10	10%
3	Neutral	14	14%
4	Agree	55	55%
5	Strongly Agree	20	20%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



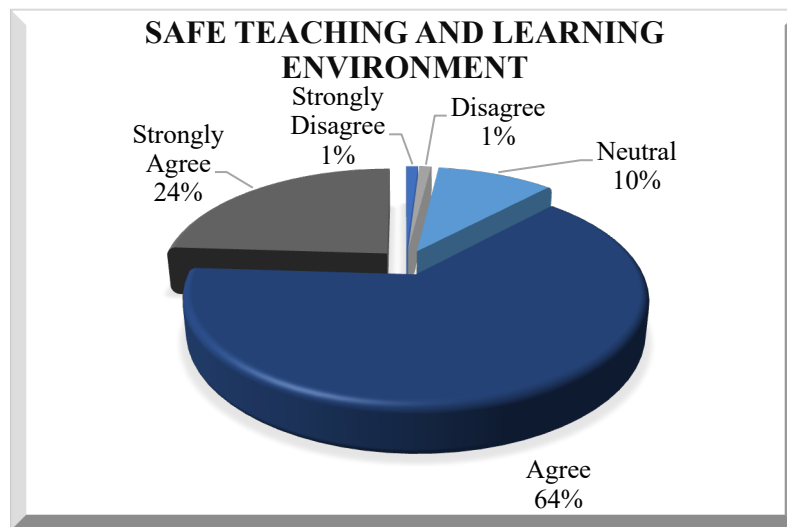
**Figure 4.35: Perception of respondents regarding career counselling**

The above table and figure show that 55% and 20% of the respondents agreed and strongly agreed with the statement that NGOs provide career counselling and guidance services to vulnerable and marginalized communities of study area. While as 14% respondents have taken a neutral stand and only 10% and 1% of the respondents disagreed or strongly disagreed with the statement. Hence, it can be concluded that NGOs play a fundamental role in guiding the future of this country towards development both socially and economically.

**Table 4.39: Perception of respondents regarding safe teaching and learning**

S. No.	Safe teaching and learning environment	Frequency	Percentage
1	Strongly Disagree	1	1%
2	Disagree	1	1%
3	Neutral	10	10%
4	Agree	64	64%
5	Strongly Agree	24	24%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



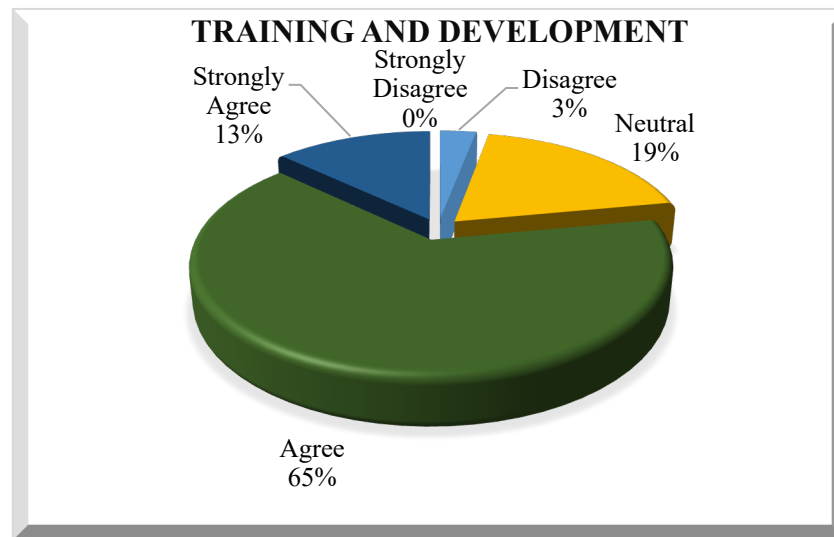
**Figure 4.36: Perception of respondents regarding safe teaching and learning**

Having a safe environment while learning is the basic need of any student so that he/she does not feel in an alien environment surrounded by people who feel a threat to him. Here, the above data in table and figure reveal that NGOs in this case have contributed significantly as majority of the respondents forming 64% and 24% of the total number of respondents have agreed and strongly agreed with the statement that NGOs provide safe teaching and learning environment. While as 10% have remained neutral, only 1% and 1% of the respondents have disagreed and strongly disagreed with the statement.

**Table 4.40: Perception of respondents training and development.**

S. No.	Training and development	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	3	3%
3	Neutral	19	19%
4	Agree	65	65%
5	Strongly Agree	13	13%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



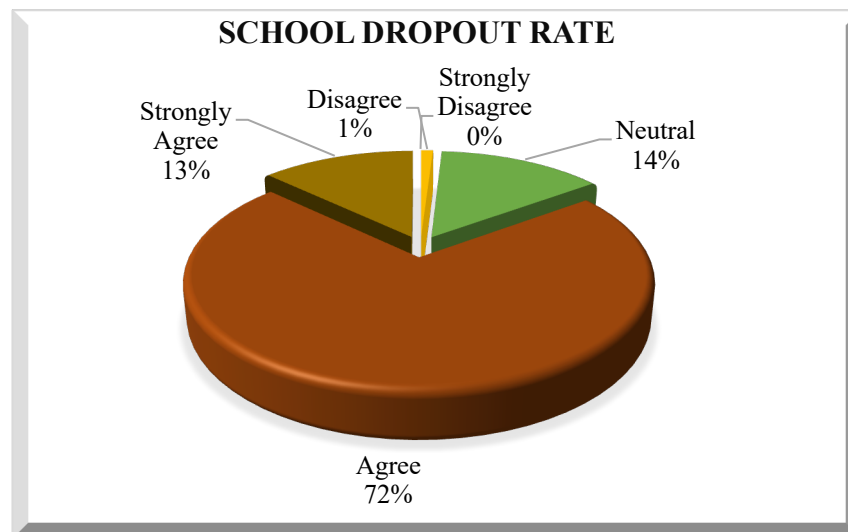
**Figure 4.37: Perception of respondents training and development.**

Introduction of innovative tools and techniques in learning is important to stay updated in the present world as traditional methods of learning can hardly be found anywhere, therefore the above table and figure indicate that 65% and 13% of the respondents have agreed and strongly agreed with the statement that NGOs provide training and development to teachers through workshops and seminars and teach them new and innovative methods of learning to keep them updated so that they can contribute to society. On the other hand, 19% of the respondents have remained neutral, only 3% of the respondents disagreed with the statement.

**Table 4.41: Perception of respondents regarding school dropout rate**

S. No.	School Dropout rate	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	1	1%
3	Neutral	14	14%
4	Agree	72	72%
5	Strongly Agree	13	13%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



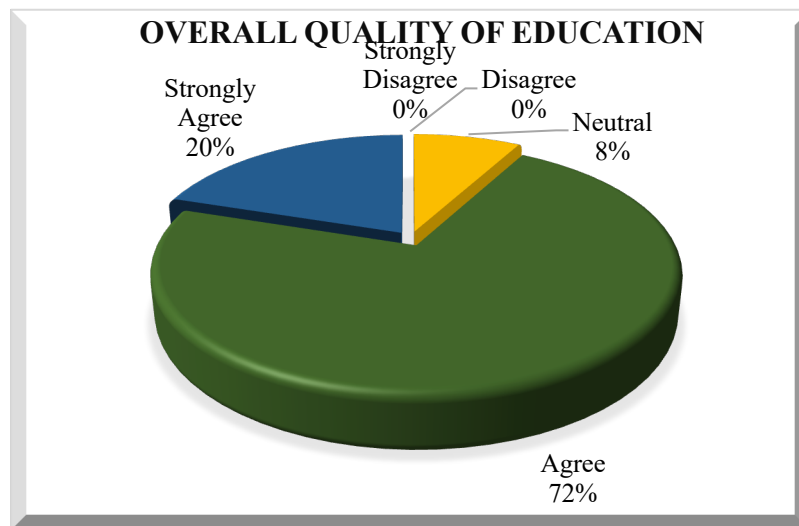
**Figure 4.38: Perception of respondents regarding school dropout rate**

As discussed earlier in this chapter, dropping out of school is a major challenge faced by educational system in India currently. Both government and non-government organizations have taken up efforts to reduce school dropout rate. In this context, the above data shows that 72% and 13% of the total number of respondents agreed and disagreed with the statement that NGOs work on reducing school dropout rate, while as 14% of the respondents remained neutral and only a small amount of 1% of respondents disagreed with the statement. Thus, NGOs pave a way for socio- economic development of our country by engaging its youth in education and preventing them to remain illiterate and thus unemployed.

**Table 4.42: Perception of respondents regarding improvement in overall quality of education**

S. No.	Overall quality of education	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	0	0%
3	Neutral	8	8%
4	Agree	72	72%
5	Strongly Agree	20	20%
<b>Total</b>		<b>100</b>	<b>100%</b>

(Source-Primary)



**Figure 4.39: Perception of respondents regarding improvement in overall quality of education**

Since independence, India has seen a remarkable rise in literacy rate. In this backdrop, the above table and figure reveal that 72% and 20% of the respondents have agreed and strongly agreed with the statement that NGOs have improved the overall quality of education in the study area. While as 8% of the respondents have taken a neutral stand and 0% respondents have disagreed with the statement. Thereby it can be inferred that NGOs have significantly improved the quality of education by enhancing school infrastructure, improving sports facilities, introducing innovative techniques of learning and so on.

## Section B: Health sector

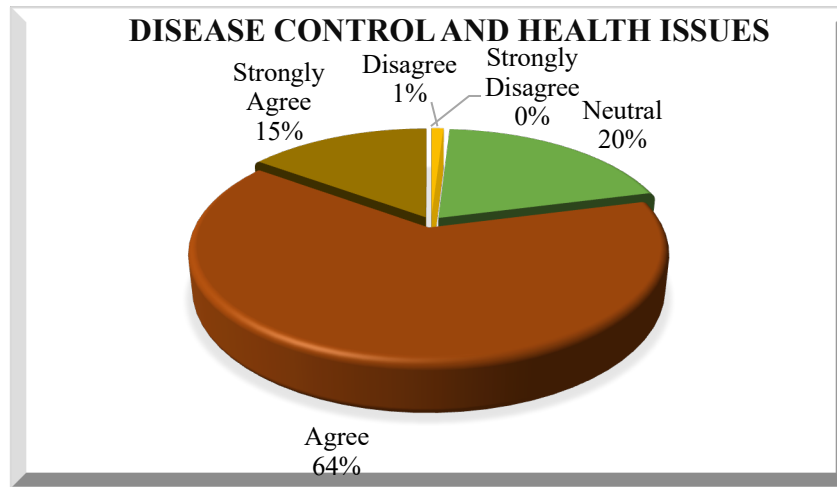
The availability and quality of healthcare services can have a profound impact on the health and productivity of individuals, and on the overall development of communities. In developing countries, the health sector faces numerous challenges, such as limited resources, inadequate infrastructure, and a shortage of trained healthcare professionals. These challenges can result in inadequate healthcare services and limited access to medical care. NGOs play an important role in addressing these challenges and improving the health sector in many communities. This section provides a comprehensive examination of the role of NGOs in promoting health and improving healthcare services in Srinagar district and analyses the perceptions of NGO officials regarding various healthcare services provided by them including awareness camps, counselling and referral services, mental health care and other healthcare related issues which are interpreted under different tables and figures below:

**Table 4.43: Perception of respondents regarding disease control and health issues**

S. No.	Disease control and health issues	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	1	1%
3	Neutral	20	20%
4	Agree	64	64%
5	Strongly Agree	15	15%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*





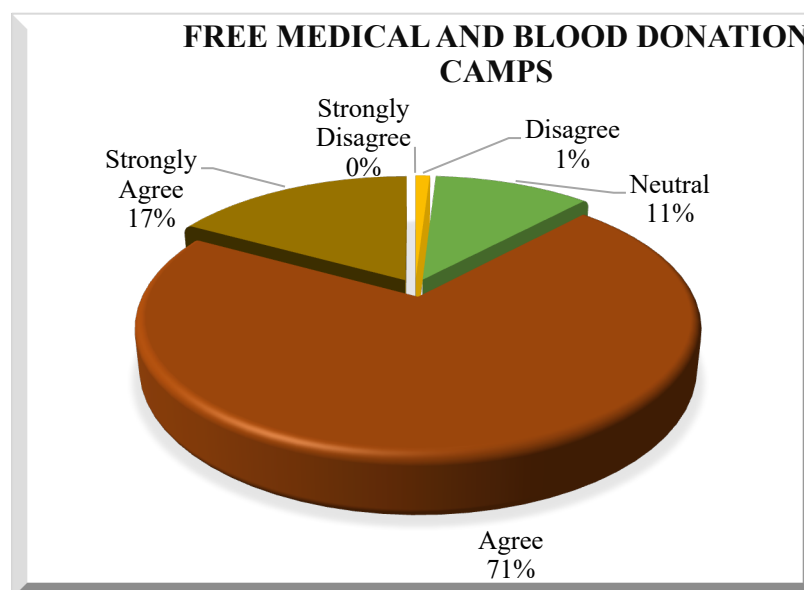
**Figure 4.40: Perception of respondents regarding disease control and health issues**

Major part of India's population lives in congested areas and slums lacking basic sanitation facilities and safe drinking water, making them prone to communicable disease and other health issues. In this background, the above table and figure reveal that 64% and 15% of the respondents agreed and strongly agreed with the statement that NGOs raise awareness related to disease control and health issues. While as 20% of the respondents have taken a neutral stand and only 1% of the respondents disagreed with the statement. These results infer that since the involvement of NGOs in health sector, awareness related to health issues such as women health, AIDs and other such disease has increased, and it is becoming easy to discuss such disease anywhere in India which earlier was considered a taboo.

**Table 4.44: Perception of respondents regarding medical and blood donation camps**

S. No.	Free medical and blood donation camps	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	1	1%
3	Neutral	11	11%
4	Agree	71	71%
5	Strongly Agree	17	17%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



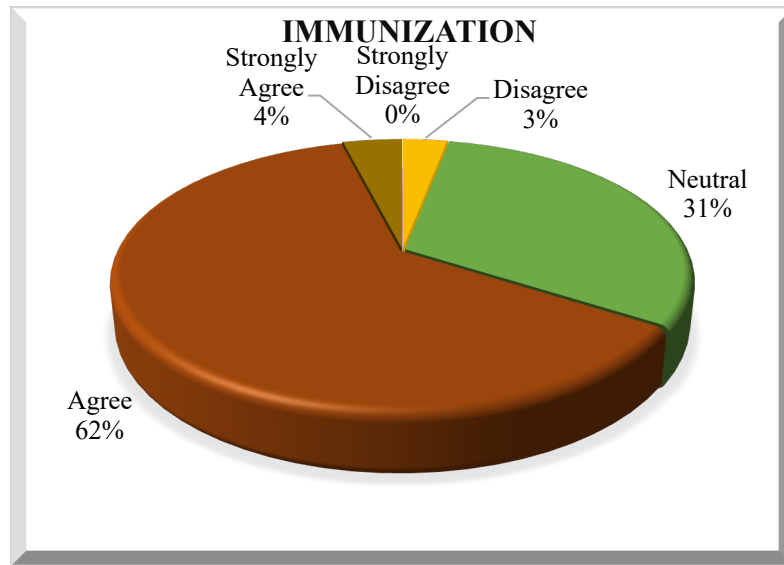
**Figure 4.41: Perception of respondents regarding medical and blood donation camps**

The above data in table and figure indicate that 71% and 17% of the respondents agreed and strongly agreed with the statement that NGOs Organize free medical and blood donation camps. While as 11% of the respondents remained neutral and only 1% of the respondents have disagreed with the statement. Thus, it can be inferred that NGOs reach out to downtrodden and marginalized communities, organize free medical camps, provide free medical checkups and thereby improving health conditions of poor and ailing.

**Table 4.45: Perception of respondents regarding immunization**

S. No.	Immunization	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	3	3%
3	Neutral	31	31%
4	Agree	62	62%
5	Strongly Agree	4	4%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



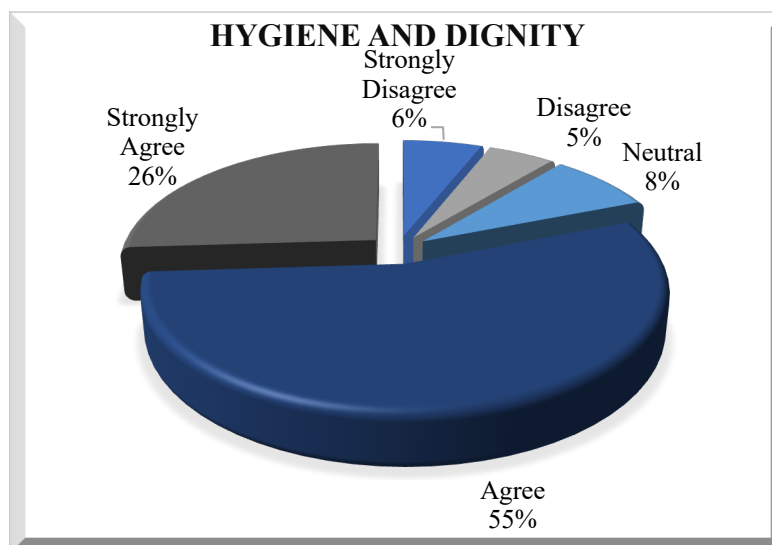
**Figure 4.42: Perception of respondents regarding immunization**

Delivering vaccines to the targeted population is a major challenge in a country like India. Since independence government of India has launched several immunization schemes and vaccination programs to overcome challenges from disease such as typhoid, polio, smallpox and the most recent i.e., Covid 19. In this background, the above data in table and figure signify that 62% and 4% of the respondents agreed and strongly agreed with the statement that NGOs Raise awareness about immunization and various government schemes. While as 31% of the respondents remained neutral and only 3% of the respondents have disagreed with the statement. Thus, it can be concluded that NGOs play a vital role in the developmental initiatives and work in close collaboration of government to reduce the impact of some lethal disease such as COVID 19.

**Table 4.46: Perception of respondents related to hygiene and dignity**

S. No.	Hygiene and dignity	Frequency	Percentage
1	Strongly Disagree	6	6%
2	Disagree	5	5%
3	Neutral	8	8%
4	Agree	55	55%
5	Strongly Agree	26	26%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.43: Perception of respondents related to hygiene and dignity.**

In our country majority of the female population lack proper knowledge of basic hygiene practices particularly because of reasons such as lack of sanitation and lack of awareness among them. In this background, the above data in table and figure indicate that 55% and 26% of the respondents agreed and strongly agreed with the statement that NGOs provide material support related to hygiene and dignity. While as 8% of the respondents remained neutral and only 5% and 6% of the respondents disagreed and strongly disagreed with the statement. Thus, it can be determined that NGOs play a dynamic role in providing welfare measure to those who can't afford basic sanitation and hygiene facilities and raise awareness among women about the importance of basic health and hygiene practices.

### **Section C: Women empowerment**

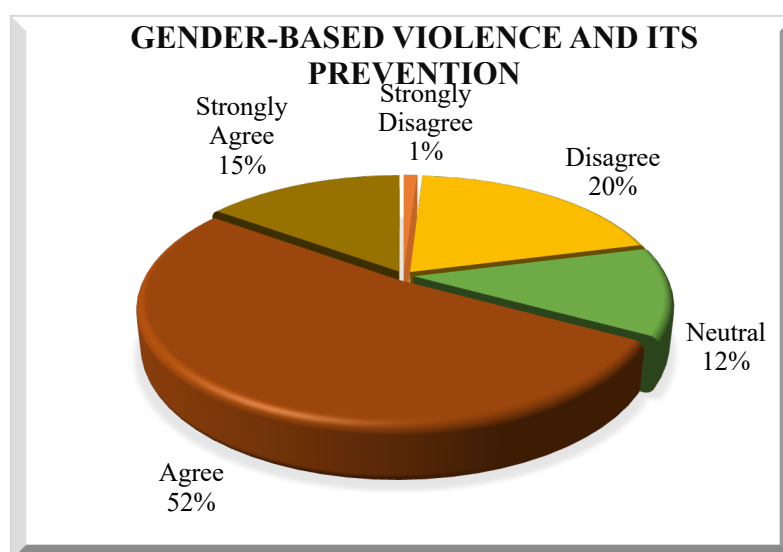
Women empowerment is a crucial aspect of socio-economic development and is widely recognized as a key driver of progress and growth. In many societies, women face significant barriers to empowerment, including gender-based violence, discrimination, and limited access to education, healthcare, and economic opportunities. These barriers can prevent women from reaching their full potential and limit their ability to contribute to their communities and the broader society. NGOs have been at the forefront of efforts to promote women's empowerment, working to address the barriers that prevent women from achieving their full potential. This section on women empowerment provides a broad examination of the challenges and

opportunities faced by women and the role of NGOs in promoting women empowerment in srinagar district. An analysis of data is presented under different tables and figures below which highlight the perception of NGO officials in promoting women empowerment in Srinagar district.

**Table 4.47: Perception of respondents related to gender-based violence and its prevention.**

S. No.	Gender-based violence and its prevention	Frequency	Percentage
1	Strongly Disagree	1	1%
2	Disagree	20	20%
3	Neutral	12	12%
4	Agree	52	52%
5	Strongly Agree	15	15%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.44: Perception of respondents related to gender-based violence and its prevention**

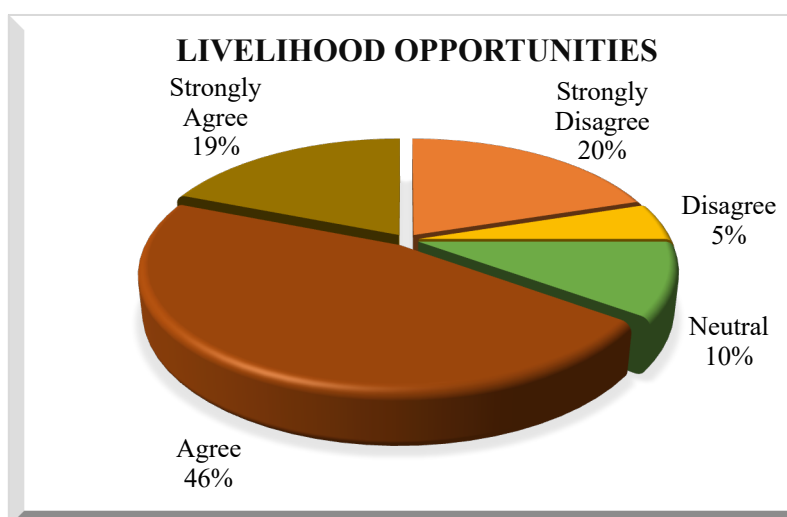
Women are usually considered as a weaker gender especially in a patriarchal set up such as India, violence in any form and crimes in this country are mostly against women. In this backdrop, the above data in table and figure indicate that 52% and 15% of the respondents agreed and strongly agreed with the statement that NGOs raise

awareness related to gender-based violence and its prevention. While as 12% of the respondents have taken a neutral stand and only 20% and 1% of the respondents disagreed and strongly disagreed with the statement. Thereby, it can be inferred that NGOs play a significant role in ensuring that a woman feels safe everywhere and any form of violence against her is dealt with strict punishment.

**Table 4.48: Perception of respondents regarding livelihood opportunities for women (SHGs)**

S. No.	Livelihood opportunities	Frequency	Percentage
1	Strongly Disagree	20	20%
2	Disagree	5	5%
3	Neutral	10	10%
4	Agree	46	46%
5	Strongly Agree	19	19%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.45: Perception of respondents regarding livelihood opportunities for women (SHGs)**

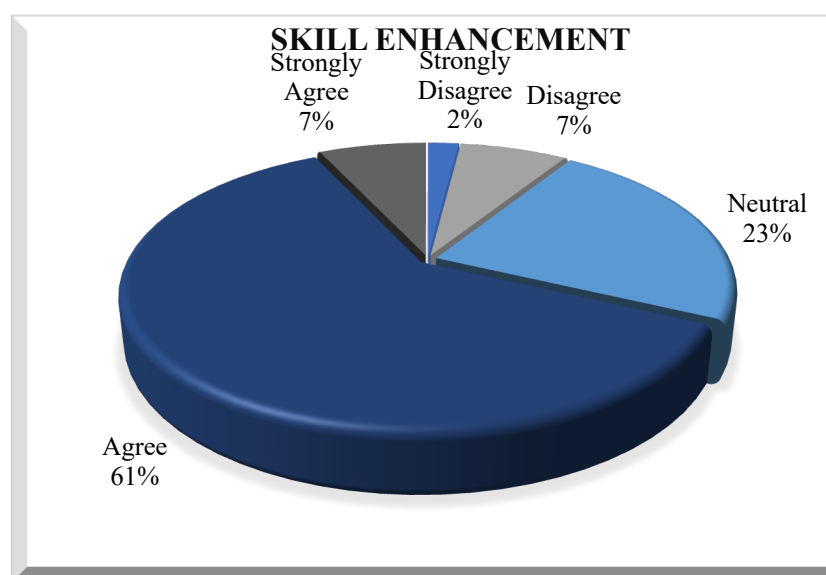
Women are the backbone of a country's economy as they form almost an equal part of its population. In this background, the above data in Table and Figure indicate that 46% and 19% of the respondents agreed and strongly agreed with the statement that NGOs provide Livelihood opportunities for women (SHGs). While as 10% of the

respondents remained neutral and only 5% and 20% of the respondents disagreed and strongly disagreed with the statement. Hence, Self-help group initiatives started by NGOs are proving to be a great source of livelihood opportunities to women in study area.

**Table 4.49: Perception of respondents regarding skill enhancement programs**

S. No.	Skill enhancement	Frequency	Percentage
1	Strongly Disagree	2	2%
2	Disagree	7	7%
3	Neutral	23	23%
4	Agree	61	61%
5	Strongly Agree	7	7%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.46: Perception of respondents regarding skill enhancement programs**

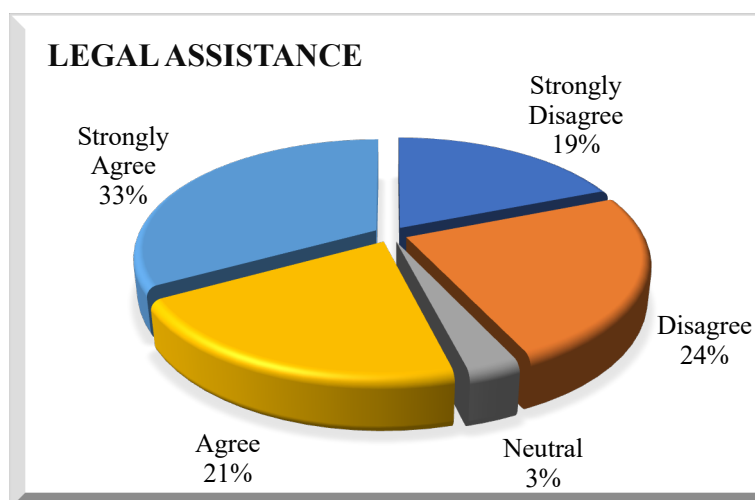
Skill enhancement provides a specialization to a person to work in a particular field according to his own interests. In this milieu, the above data in table and figure indicate that 61% and 7% of the respondents agreed and strongly agreed with the statement that NGOs provide Skill enhancement programs (Vocational training). While as 23% of the respondents remained neutral and 23% and 7% of the respondents

disagreed and strongly disagreed with the statement. Thus, from the results it can be inferred that NGOs provide vocational trainings to vulnerable communities in study area and thereby contributing towards their growth and development.

**Table 4.50: Perception of respondents regarding legal assistance to women**

S. No.	Legal assistance	Frequency	Percentage
1	Strongly Disagree	19	19%
2	Disagree	24	24%
3	Neutral	3	3%
4	Agree	21	21%
5	Strongly Agree	33	33%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



**Figure 4.47: Perception of respondents regarding legal assistance to women**

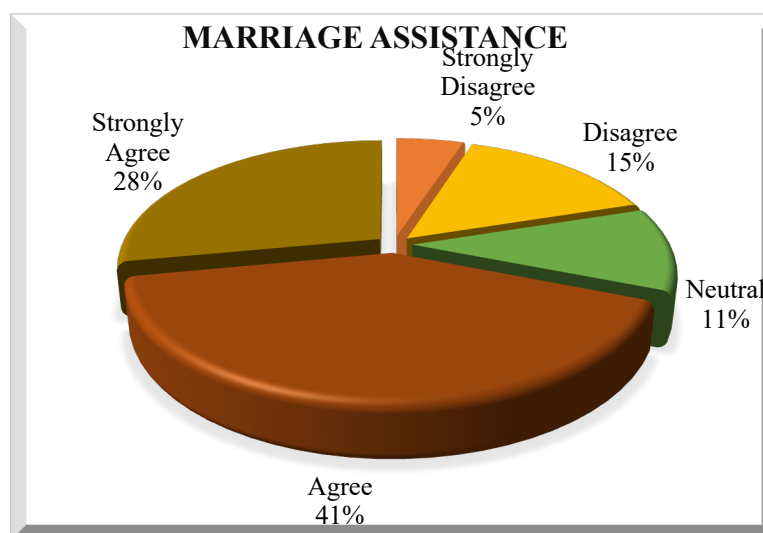
India being a male dominated society faces serious problems of female abuse such as domestic violence, rapes, human trafficking and so on. In this backdrop, the above table and figure reveal that there is a mixed response from NGOs in which 21% and 33% of the respondents agree and strongly agree that they provide legal assistance to women who are victims of domestic and other social abuse. While as 24% and 19% of the respondents have disagreed and strongly disagreed with the statement and 3% have taken a neutral stand.



**Table 4.51: Perception of respondents regarding marriage assistance**

S. No.	Marriage assistance	Frequency	Percentage
1	Strongly Disagree	5	5%
2	Disagree	15	15%
3	Neutral	11	11%
4	Agree	41	41%
5	Strongly Agree	28	28%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



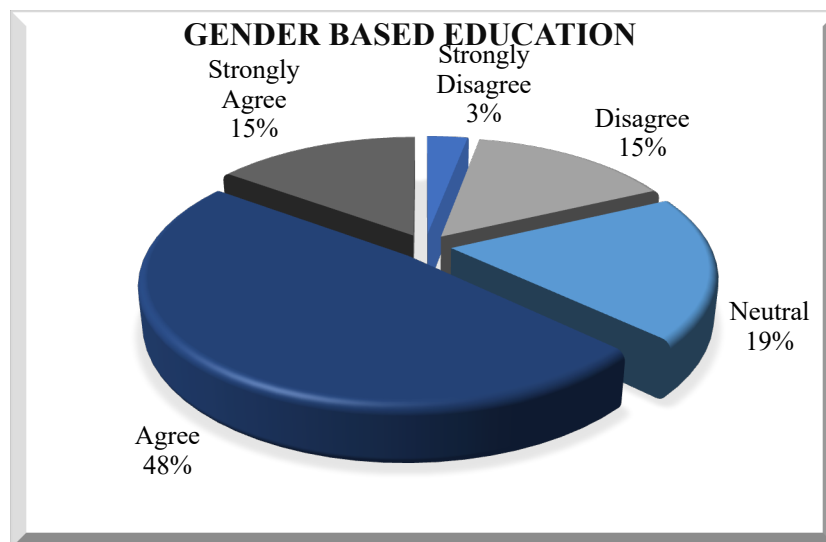
**Figure 4.48: Perception of respondents regarding marriage assistance**

The above data in table and figure indicate that 41% and 28% of the respondents agreed and strongly agreed with the statement that NGOs provide Marriage assistance in the form of mass marriages and monetary assistance. While as 11% of the respondents remained neutral and 15% and 5% of the respondents disagreed and strongly disagreed with the statement. Thereby, it can be inferred that NGOs play an important role in providing marriage assistance to their beneficiaries either in the form of monetary assistance or non-monetary assistance.

**Table 4.52: Perception of respondents regarding gender-based education**

S. No.	Gender based education	Frequency	Percentage
1	Strongly Disagree	3	3%
2	Disagree	15	15%
3	Neutral	19	19%
4	Agree	48	48%
5	Strongly Agree	15	15%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



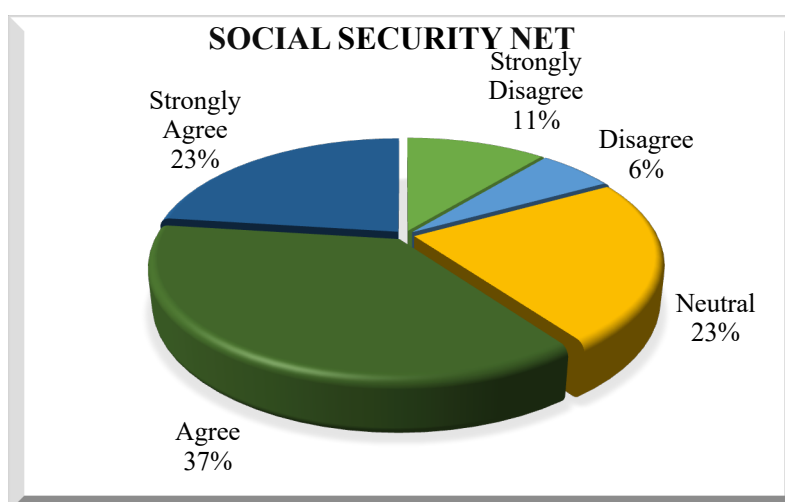
**Figure 4.49: Perception of respondents regarding gender-based education**

NGO's have taken a lead role to bring inclusivity in socio-economic spheres across the region. There is no/limited scope of gender bias or negligence in matters pertaining to education, health, and other avenues. Therefore, NGO's main gender neutrality approach in its working and operations. In this backdrop, the above data in table and figure indicate that 48% and 15% of the respondents agreed and strongly agreed with the statement that NGOs provide Gender based education. While as 19% of the respondents remained neutral and 15% and 3% of the respondents disagreed and strongly disagreed with the statement.

**Table 4.53: Perception of respondents regarding social security net for widows**

S. No.	Social security net	Frequency	Percentage
1	Strongly Disagree	11	11%
2	Disagree	6	6%
3	Neutral	23	23%
4	Agree	37	37%
5	Strongly Agree	23	23%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



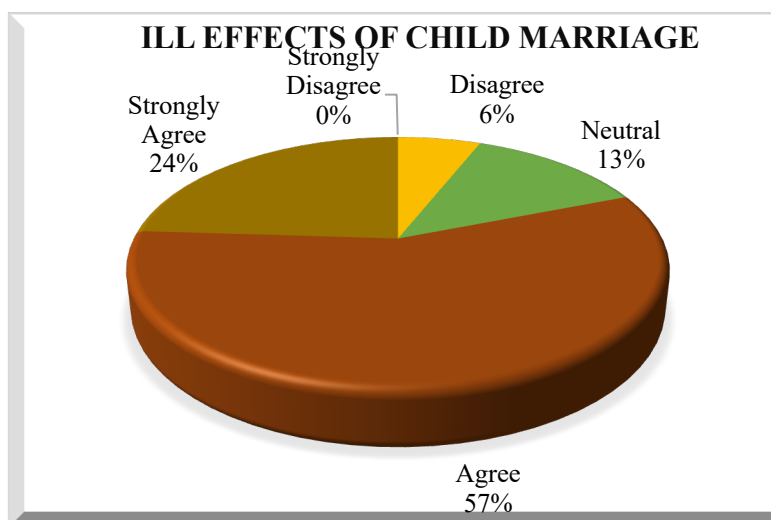
**Figure 4.50: Perception of respondents regarding social security net for widows**

Severe health issues and financial crisis are more common in elderly population of India, social security net is a form of monetary assistance provided to elderly population specially to widows who don't have any source of income to overcome such difficulties in life. In this backdrop, the above data in table and figure indicate that 37% and 23% of the respondents agreed and strongly agreed with the statement that NGOs provide social security net for widows. While as 23% of the respondents remained neutral and 6% and 11% of the respondents disagreed and strongly disagreed with the statement. Thereby, it can be inferred that NGOs make sufficient efforts to help widows live a life with dignity even when they don't have anyone of their own to rely on.

**Table 4.54: Perception of respondents regarding awareness about ill effects of child marriage**

S. No.	Ill effects of child marriage	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	6	6%
3	Neutral	13	13%
4	Agree	57	57%
5	Strongly Agree	24	24%
<b>Total</b>		<b>100</b>	<b>100%</b>

(Source-Primary)



**Figure 4.51: Perception of respondents regarding awareness about ill effects of child marriage**

Child marriages are more common in India than in any other part of the world. Strict laws and rules have been put in place to end this social practice which has its roots in culture and traditions of this country. In this background, the above data in table and figure show that 57% and 24% of the respondents agreed and strongly agreed with the statement that NGOs raise awareness about ill effects of child marriage. While as 13% of the respondents remained neutral and only 6% of the respondents disagreed and strongly disagreed with the statement. Thereby, it can be concluded that NGOs play an indispensable role to end such an evil practice which is harmful to both physical and mental health of a child.

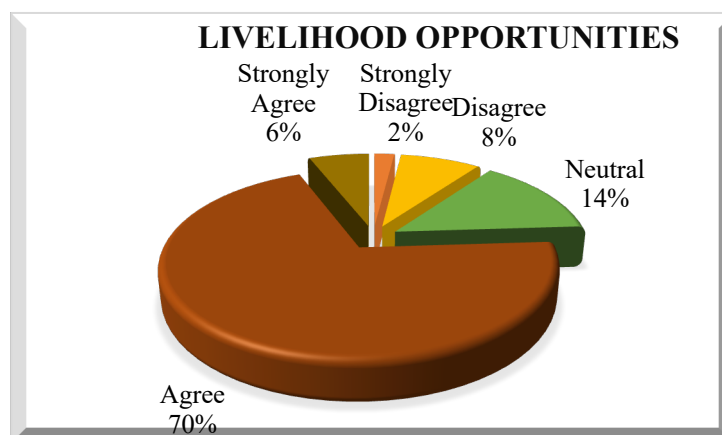
### Section D: Economic development

Apart from social development as discussed in the tables and figures above, NGOs have been instrumental in promoting economic development in communities, particularly in developing countries where the lack of resources and infrastructure can limit economic growth. NGOs see economic development as a key driver of progress and are dedicated to promoting it through various initiatives and programs. In this background, this section analyses and interprets results from the data obtained from NGO officials and presented in tables and figures regarding various indicators of economic development in srinagar district including skill development, entrepreneurship and employment generation, income generation, livelihood opportunities and reducing economic inequality.

**Table 4.55: Perception of respondents regarding skill development and livelihood opportunities**

S. No.	Livelihood opportunities	Frequency	Percentage
1	Strongly Disagree	2	2%
2	Disagree	8	8%
3	Neutral	14	14%
4	Agree	70	70%
5	Strongly Agree	6	6%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



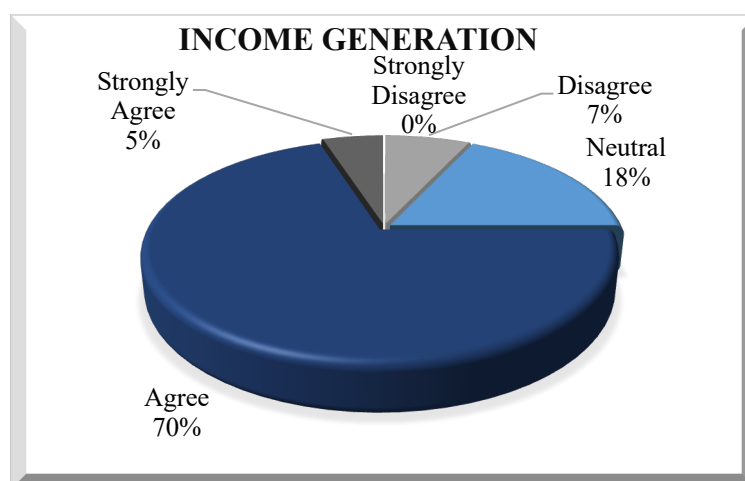
**Figure 4.52: Perception of respondents regarding skill development and livelihood opportunities**

Development of skills in a person helps him improve his lifestyle and look for better employment opportunities. In this background, the above Table and Figure indicate that 70% and 6% of the respondents agreed and strongly agreed with the statement that NGOs provide skill development and thus Livelihood opportunities to underprivileged sections of the society. While as 14% of the respondents took a neutral stand, 8% and 2% of the respondents disagreed and strongly disagreed with the statement. Thereby, it can be concluded that, NGOs play a vital role in socio-economic development of study area by enhancing their skills and improving their livelihood opportunities.

**Table 4.56: Perception of respondents regarding income generation**

S. No.	Income generation	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	7	7%
3	Neutral	18	18%
4	Agree	70	70%
5	Strongly Agree	5	5%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.53: Perception of respondents regarding income generation**

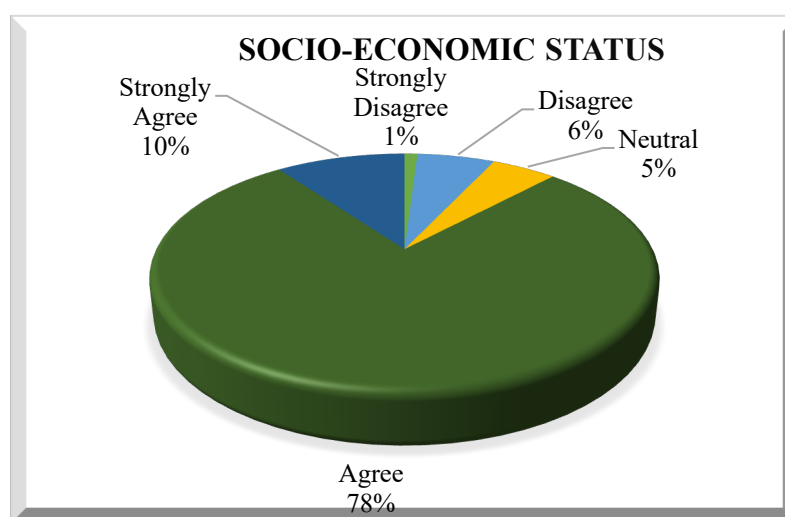
In the recent past, it has been observed that NGOs undertake several income-generation projects in poor and marginalized communities to uplift them both socially

and economically. In this background, the above Table and Figure indicate that 70% and 5% of the respondents agreed and strongly agreed with the statement that NGOs work towards economic development by income generation with the help of vocational trainings and skill development. While as 18% of the respondents took a neutral stand, and only 7% of the respondents disagreed with the statement. Therefore, it can be inferred that NGOs utilize their expertise and experience to the maximum to ensure that such projects are implemented in marginalized and underprivileged areas which help in the income generation of such communities’.

**Table 4.57: Perception of respondents regarding raise in socio-economic status of people**

S. No.	Socio-economic status	Frequency	Percentage
1	Strongly Disagree	1	1%
2	Disagree	6	6%
3	Neutral	5	5%
4	Agree	78	78%
5	Strongly Agree	10	10%
<b>Total</b>		<b>100</b>	<b>100%</b>

(Source-Primary)



(Source-Primary)

**Figure 4.54: Perception of respondents regarding raise in socio-economic status of people**

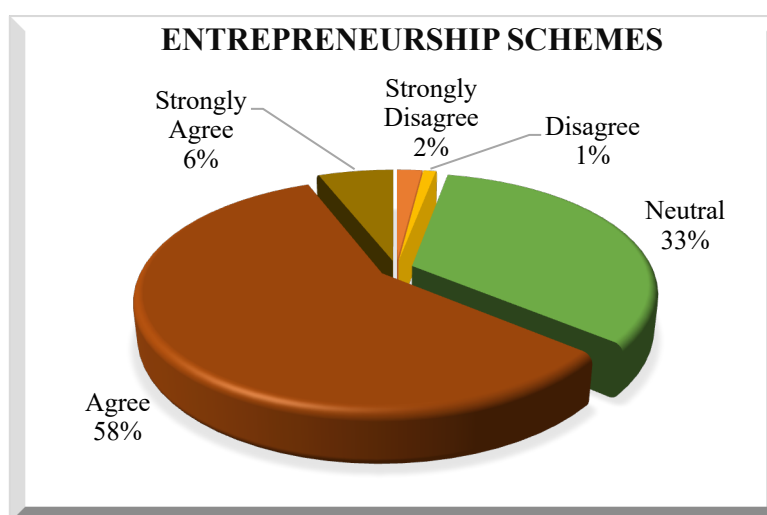
Since independence, alleviating poverty, providing education, improving health infrastructure, and empowering women remained the focus areas of both state and non-

state actors of India. In this milieu, the above Table and Figure show that 78% and 10% of the respondents agreed and strongly agreed with the statement that NGOs have elevated the socio-economic status of people in study area. While as 5% of the respondents took a neutral stand, and only 6% and 1% of the respondents disagreed and strongly disagreed with the statement. Thus, it can be concluded that NGOs paly a very crucial role raising socio-economic development of study area.

**Table 4.58: Perception of respondents regarding entrepreneurship and employment generation schemes**

S. No.	Entrepreneurship schemes	Frequency	Percentage
1	Strongly Disagree	2	2%
2	Disagree	1	1%
3	Neutral	33	33%
4	Agree	58	58%
5	Strongly Agree	6	6%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.55: Perception of respondents regarding entrepreneurship and employment**

Government of India has launched massive employment generation and entrepreneurship schemes, but their benefits do not reach the remotest parts of country because of several reasons. In this background, the above Table and Figure indicate that 58% and 6% of the respondents agreed and strongly agreed with the statement that

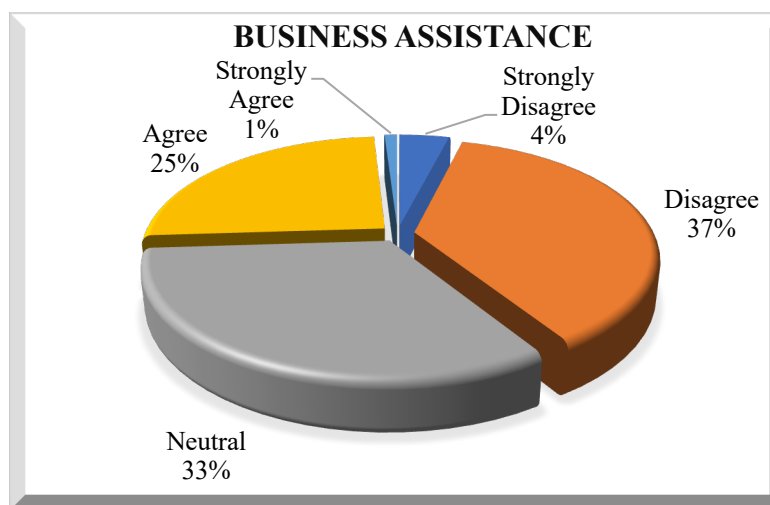


NGOs raise awareness about various entrepreneurship and employment generation schemes. While as 33% of the respondents took a neutral stand, and only 1% and 2% of the respondents disagreed and strongly disagreed with the statement. Hence, it can be concluded that NGOs are bridging gaps between government and citizen by raising awareness among people about such schemes and bringing in limelight different benefits of such schemes.

**Table 4.59: Perception of respondents regarding business assistance**

S. No.	Business assistance	Frequency	Percentage
1	Strongly Disagree	4	4%
2	Disagree	37	37%
3	Neutral	33	33%
4	Agree	25	25%
5	Strongly Agree	1	1%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.56: Perception of respondents regarding business assistance**

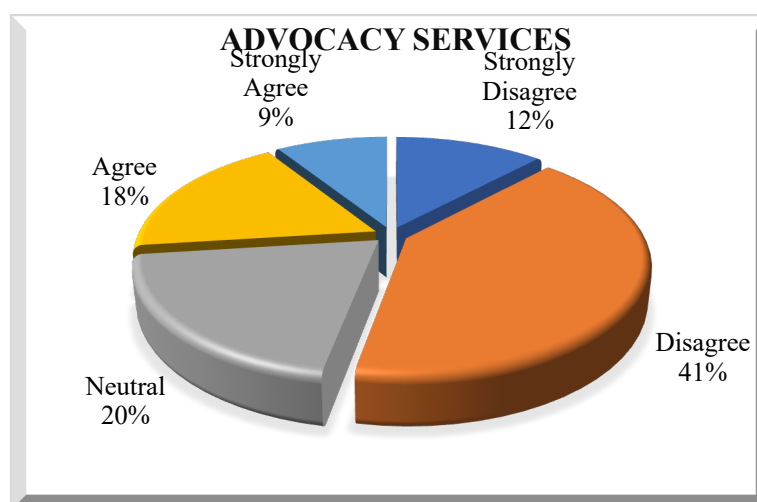
In India there is lack of awareness and scarcity of resources among underprivileged sections of society to start small business enterprises to become self-sufficient. In this backdrop, the above Table and Figure indicate that only 25% of the respondents agreed and 1% of the respondents strongly agreed with the statement that NGOs provide Business assistance in terms of monetary and capital assistance (Raw

material, tools etc.). While as 33% of the respondents took a neutral stand, and majority of the respondents i.e., 37% and 4% disagreed with the statement. Thereby it can be concluded that the efforts of NGOs are very little here, only few respondents have agreed with the statement, this implies that more needs to be done by NGOs to assist people in need to raw material and monetary assistance to start small business enterprises.

**Table 4.60: Perception of respondents regarding advocacy services**

S. No.	Advocacy Services	Frequency	Percentage
1	Strongly Disagree	12	12%
2	Disagree	41	41%
3	Neutral	20	20%
4	Agree	18	18%
5	Strongly Agree	9	9%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.57: Perception of respondents regarding advocacy services**

Throughout the country NGOs are coming to limelight and getting media and government attention by advocacy of certain social causes such as environment issues, social evils, discriminatory practices, housing for slum dweller sand so on. In this backdrop, the above Table and Figure show that 18% of the respondents agreed and 9%

of the respondents strongly agreed with the statement that NGOs provide advocacy services to economically weaker sections. While as 20% of the respondents took a neutral stand, and majority of the respondents i.e., 41% and 12% disagreed and strongly disagreed with the statement. Thus, it can be inferred that NGOs provide little or no advocacy services in study area and are still working as operational NGOs.

### **Section E: Parallel role of NGOs to government**

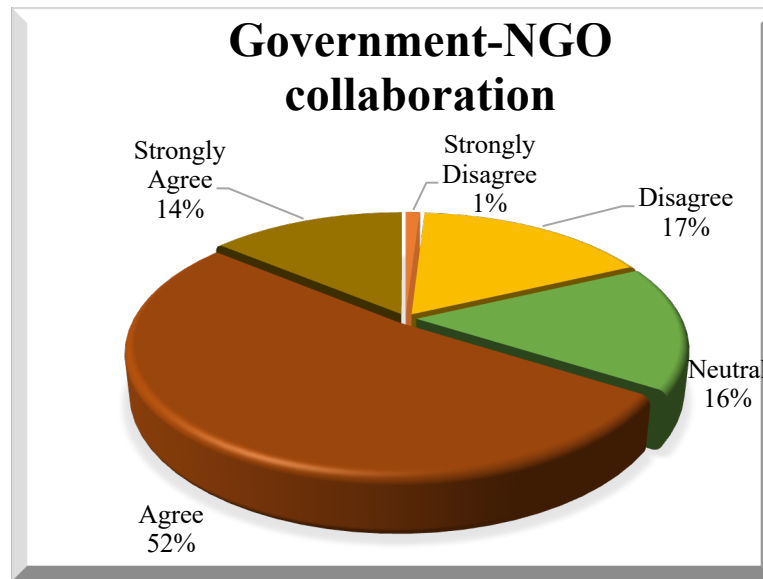
The role of Non-Governmental Organizations (NGOs) and government in promoting socio-economic development is complex and interdependent. While both organizations play important roles in promoting the well-being and development of individuals and communities, their approaches and priorities can differ. NGOs are often seen as being nimbler and more flexible than government, with their ability to respond quickly to changing circumstances and provide targeted support where it is needed most. They are also often seen as being more responsive to the needs of communities, and as having a more direct and personal connection with the people they serve.

Governments, on the other hand, have the resources, infrastructure, and legal authority to address large-scale social and economic issues. They are responsible for developing and implementing policies and programs that promote the welfare of their citizens and drive overall socio-economic development. Despite these differences, NGOs and government play parallel and complementary roles in promoting socio-economic development which has been analyzed and discussed under different themes from the data obtained NGO officials and presented in tables and figures below followed by inferences drawn from each table and figure.

**Table 4.61: Perception of respondents regarding Government-NGO collaboration**

<b>S. No.</b>	<b>Government-NGO collaboration</b>	<b>Frequency</b>	<b>Percentage</b>
<b>1</b>	Strongly Disagree	1	1%
<b>2</b>	Disagree	17	17%
<b>3</b>	Neutral	16	16%
<b>4</b>	Agree	52	52%
<b>5</b>	Strongly Agree	14	14%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



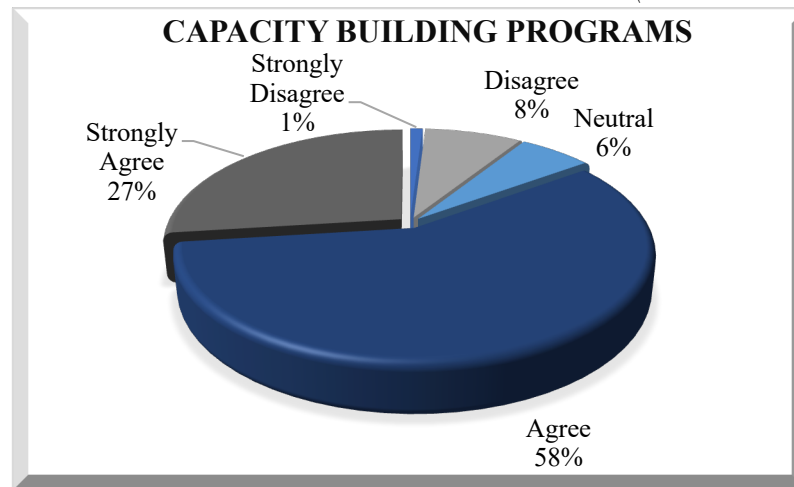
**Figure 4.58: Perception of respondents regarding Government-NGO collaboration**

Growing complexities and challenges make it difficult for government organizations in policy planning and policy implementation. In this background, the above Table and Figure reveal that 52% of the respondents agreed and 14% of the respondents strongly agreed with the statement that government collaborates with NGOs in identification and planning of development programs. While as 16% of the respondents remained neutral, and 17% and 1% of the respondents disagreed and strongly disagreed with the statement. Thereby, it can be concluded that Government works in close collaboration with NGOs while identifying and planning development programs as NGOs mostly work on grass root levels and are much aware about the ground realities of a particular area.

**Table 4.62: Perception of respondents regarding strengthening local government organizations**

S. No.	Capacity building programs	Frequency	Percentage
1	Strongly Disagree	1	1%
2	Disagree	8	8%
3	Neutral	6	6%
4	Agree	58	58%
5	Strongly Agree	27	27%
<b>Total</b>		<b>100</b>	<b>100%</b>

(Source-Primary)



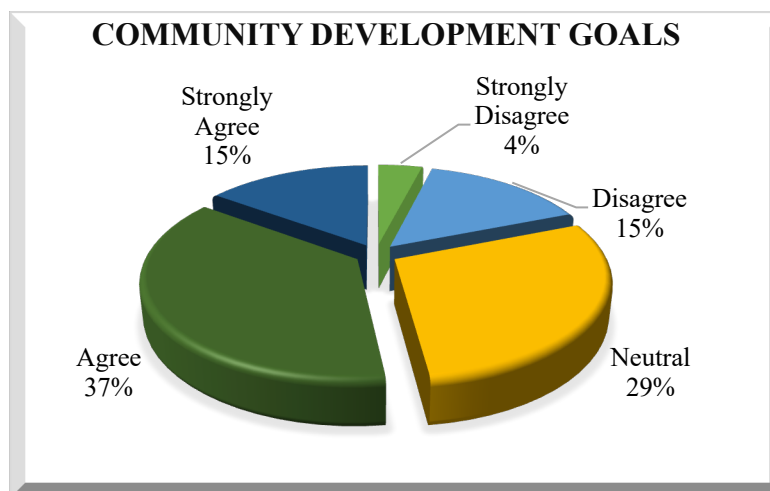
**Figure 4.59: Perception of respondents regarding strengthening local government organizations**

The outreach of NGOs to people as an identity not from government and in collaboration with local government organizations have worked strongly towards capacity building by trainings workshops and awareness programs towards people and the local government organizations itself. Here, the above data reveals that 58% and 27% of the respondents have agreed and strongly agreed with the statement that NGOs play key role in strengthening local government organizations by organizing capacity building trainings, workshops, and awareness programs, while 6% of the respondents remained neutral and only 8% and 1% of the respondents have disagreed and strongly disagreed with the statement.

**Table 4.63: Perception of respondents regarding achievement of sustainable community development goals**

S. No.	Community development goals	Frequency	Percentage
1	Strongly Disagree	4	4%
2	Disagree	15	15%
3	Neutral	29	29%
4	Agree	37	37%
5	Strongly Agree	15	15%
<b>Total</b>		<b>100</b>	<b>100%</b>

(Source-Primary)



(Source-Primary)

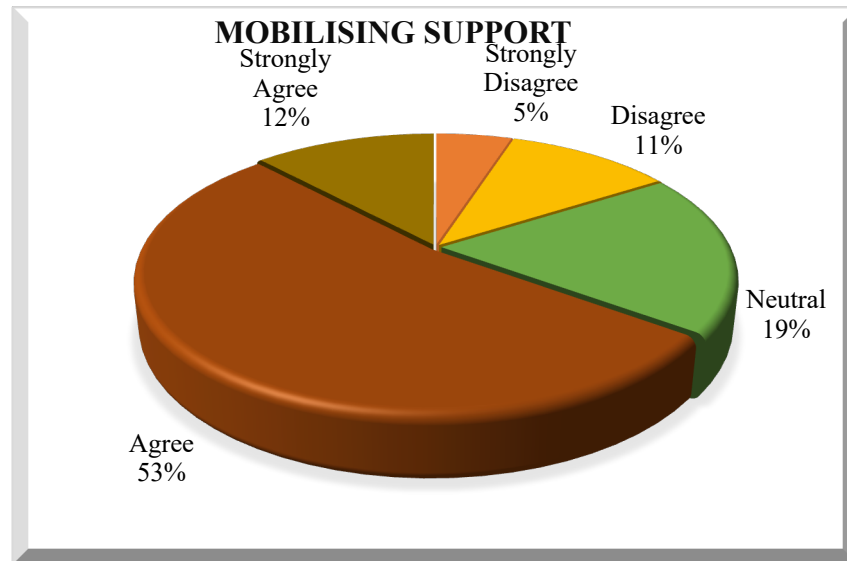
**Figure 4.60: Perception of respondents regarding achievement of sustainable community development goals**

A marginalized community remains untouched by the jargons of modern life. Community development has time immemorial been the main agenda of government and NGOs but making it sustainable requires them to run alongside the modern times. To this end NGOs play a major role and as recorded through respondents 37% and 15% agree and strongly agree with the statement that NGOs work towards achievement of sustainable community development goals. 29% have resisted a neutral response, only 4% strongly disagree and the rest 15% disagree with the statement. The efforts of NGOs should be in line with the target community and their cultural and environmental aspects.

**Table 4.64: Perception of respondents regarding mobilizing support for various developmental programs of government**

S. No.	Mobilising support	Frequency	Percentage
1	Strongly Disagree	5	5%
2	Disagree	11	11%
3	Neutral	19	19%
4	Agree	53	53%
5	Strongly Agree	12	12%
<b>Total</b>		<b>100</b>	<b>100%</b>

(Source-Primary)



(Source-Primary)

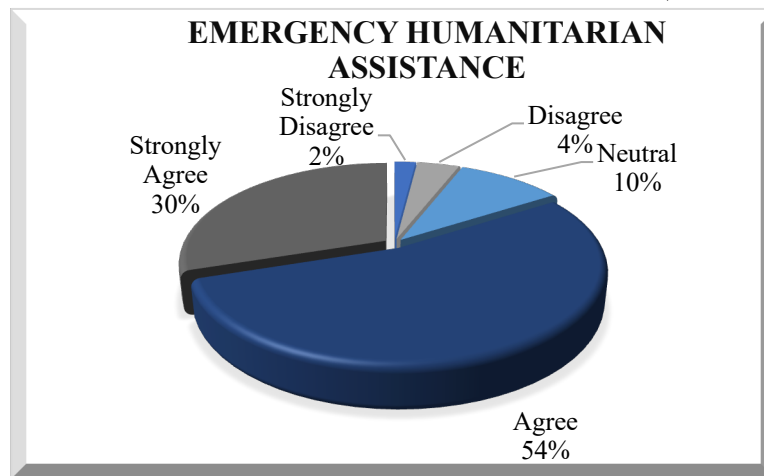
**Figure 4.61: Perception of respondents regarding mobilizing support for various developmental programs of government**

Government organization play a major role in raising awareness about developmental projects, howsoever much better can be done by only disseminating information to a larger set of people. In this background, the above data in the above table and figure reveal that 53% respondents agreed 12% strongly agreed with the statement that NGOs play a critical role in raising public awareness and mobilizing support for various developmental programs of government while as 19% remained neutral and 5% and 11% strongly disagreed and disagreed respectively. The strengthening of awareness through modern platforms and creating awareness through camps could pay a major role in uplifting those who have remained at the tail for their historic backwardness.

**Table 4.65: Perception of respondents regarding providing emergency humanitarian assistance**

S. No.	Emergency humanitarian assistance	Frequency	Percentage
1	Strongly Disagree	2	2%
2	Disagree	4	4%
3	Neutral	10	10%
4	Agree	54	54%
5	Strongly Agree	30	30%
<b>Total</b>		<b>100</b>	<b>100%</b>

(Source-Primary)



**Figure 4.62: Perception of respondents regarding providing emergency humanitarian assistance.**

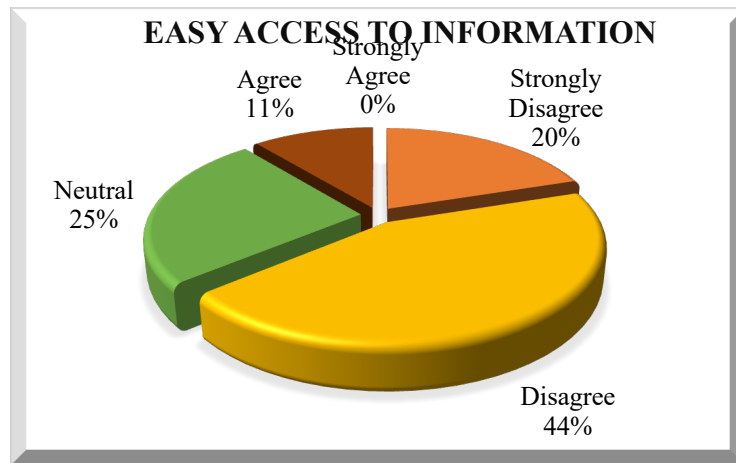
The Collaborative work of NGOs and governments comes to play only when disasters or natural calamities struck. An effective example provided by 2014 floods is Jammu and Kashmir where a collaborative effort helped tackle the situation in those hard times. Such collaboration has found agreement in majority of the respondents in the above table and figure where 54% and 30 % of the respondents agreeing and strongly agreeing with the statement that Government collaborates with NGOs in providing emergency humanitarian assistance to those in need. A small minority of 2% and 4% disagreeing and 10 % taking a neutral stand to the statement.

**Table 4.66: Perception of respondents regarding easy access to the critical information needed from government.**

S. No.	Easy access to information	Frequency	Percentage
1	Strongly Disagree	20	20%
2	Disagree	44	44%
3	Neutral	25	25%
4	Agree	11	11%
5	Strongly Agree	0	0%
<b>Total</b>		<b>100</b>	<b>100%</b>

(Source-Primary)





(Source-Primary)

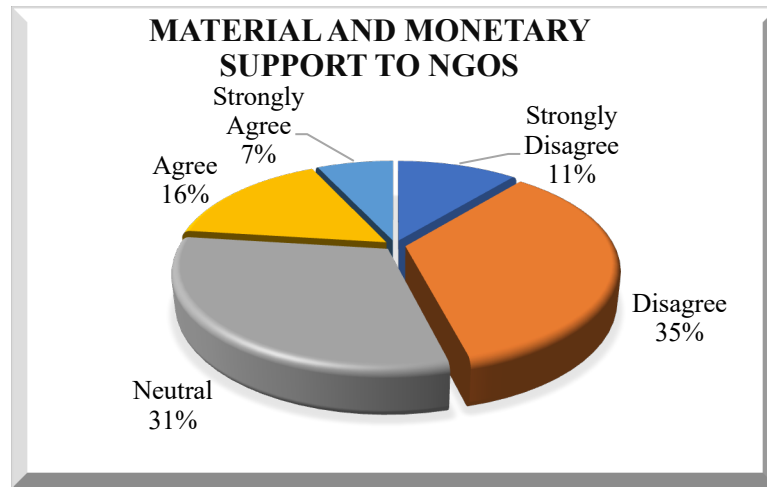
**Figure 4.63: Perception of respondents regarding easy access to the critical information needed from government.**

Government with its resources has the access to all and important information. This information if shared with NGO's would help them reach the much deserving groups of people. However, this collaboration between NGOs and government seems lacking as is evident from the above table and figure in which 20% respondents have strongly disagreed, 44% disagreed to government institutions providing access to critical information as needed by NGOS. While as, 25% respondents remained neutral and only 11 % of the respondents agreed to government providing information. An effort to this end could help solve problems and strengthen communities which require efforts by government or for that matter NGOs for their betterment.

**Table 4.67: Perception of respondents regarding monetary support from government**

S. No.	Material and monetary support to NGOs	Frequency	Percentage
1	Strongly Disagree	11	11%
2	Disagree	35	35%
3	Neutral	31	31%
4	Agree	16	16%
5	Strongly Agree	7	7%
<b>Total</b>		<b>100</b>	<b>100%</b>

(Source-Primary)



(Source-Primary)

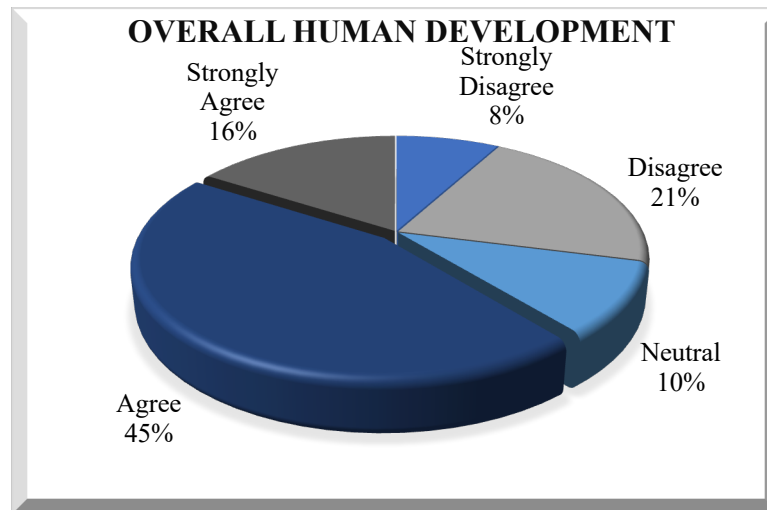
**Figure 4.64: Perception of respondents regarding monetary support from government**

What should have been a priority in government institutions has found a disagreement from the respondents. The above table and figure show that 11% and 35% of the respondents strongly disagree and disagree to the statement that material and monetary support from the government institutions is being provided to NGOs, while as 31% of the respondents remained neutral and only 16% of the respondents agreeing and 7% of the respondents strongly agreeing. This is quite disappointing as for government institution reaching to people in need could have been much easier if hand in hand with NGOs. The NGOs working in the field could have had a major role in identifying the target groups, but this would require cooperation from governments in material support if not in monetary support.

**Table 4.68: Perception of respondents regarding facilitating overall human development**

S. No.	Overall human development	Frequency	Percentage
1	Strongly Disagree	8	8%
2	Disagree	21	21%
3	Neutral	10	10%
4	Agree	45	45%
5	Strongly Agree	16	16%
<b>Total</b>		<b>100</b>	<b>100%</b>

(Source-Primary)



(Source-Primary)

**Figure 4.65: Perception of respondents regarding facilitating overall human development**

As indicated in the above table and figure, 45% of the respondents have shown agreement and 16% strongly agree towards NGOs support in facilitating overall human development, While as 10% of the respondents have taken a neutral stand, 21% of the respondents disagreeing and 8% of the respondents strongly disagreeing with the statement .This is so because the agenda of both the organizations coincide and in a vastly populated country like India these issues are the majorly dominated issues. Be it education, women empowerment, child abuse or any other such societal issues these are what are predetermined agendas of the NGOs and the larger agendas of the governments.

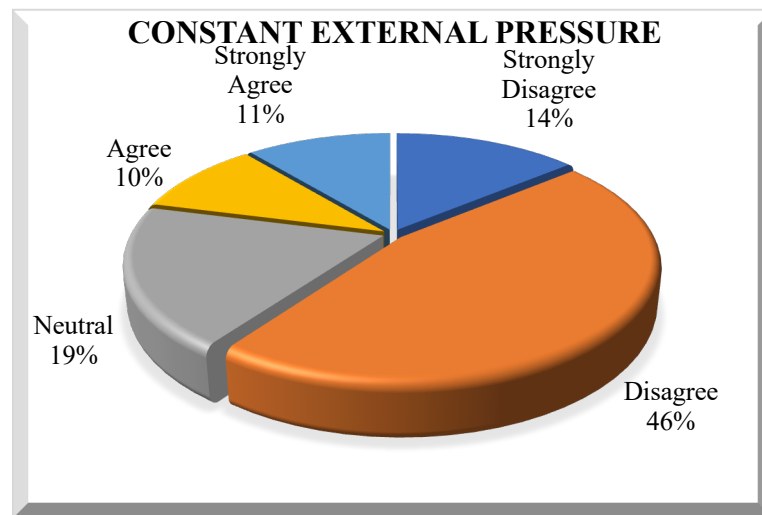
**Section F: Challenges faced by NGOs during program planning.**

Program planning is a complex process, and NGOs face numerous challenges in delivering effective programs. Effective program planning requires careful consideration of the needs of communities, the resources available to NGOs, and the political, legal, and cultural context in which they operate. In this background, this section highlights some of the key challenges faced by NGOs during program planning from the perspective of NGO officials which has been analyzed and interpreted from the data presented below in different tables and figures.

**Table 4.69: Perception of respondents regarding external pressure from government**

S. No.	Constant external pressure	Frequency	Percentage
1	Strongly Disagree	14	14%
2	Disagree	46	46%
3	Neutral	19	19%
4	Agree	10	10%
5	Strongly Agree	11	11%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

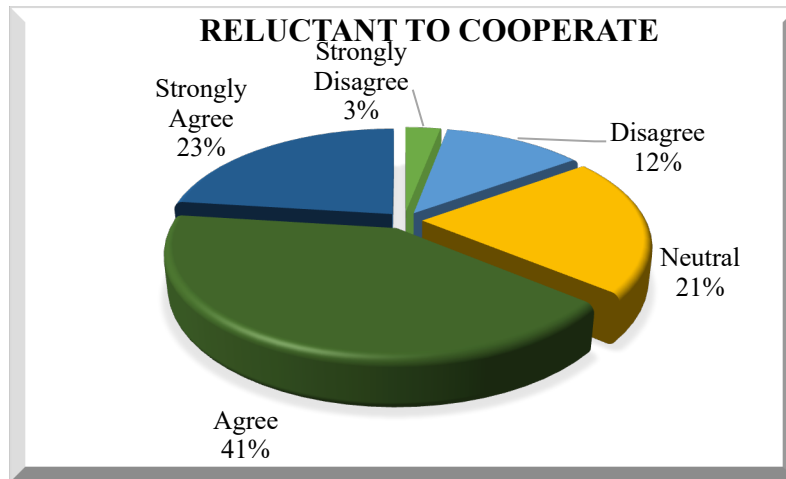
**Figure 4.66: Perception of respondents regarding external pressure from government**

External pressure of governments comes in times of election more specifically. This is to make people appraise the efforts of the governments and thereby strengthen vote banks. However, this comes timely and has not much effect on the working of NGOs. Evidently, from the above table and figure, 14% and 46% of respondents strongly disagreed and disagreed respectively with the statement that there is constant pressure from government on NGOs to meet their expectations. 10% and 11% of the respondents agreed and strongly agreed and the rest 19% of the respondents remained neutral. The NGOs howsoever should be motivated towards their specific goals as enumerated in the projects and the expectation should be high in those specific areas only.

**Table 4.70: Perception of respondents regarding reluctance of Government staff to cooperate**

S. No.	Reluctant to cooperate	Frequency	Percentage
1	Strongly Disagree	3	3%
2	Disagree	12	12%
3	Neutral	21	21%
4	Agree	41	41%
5	Strongly Agree	23	23%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

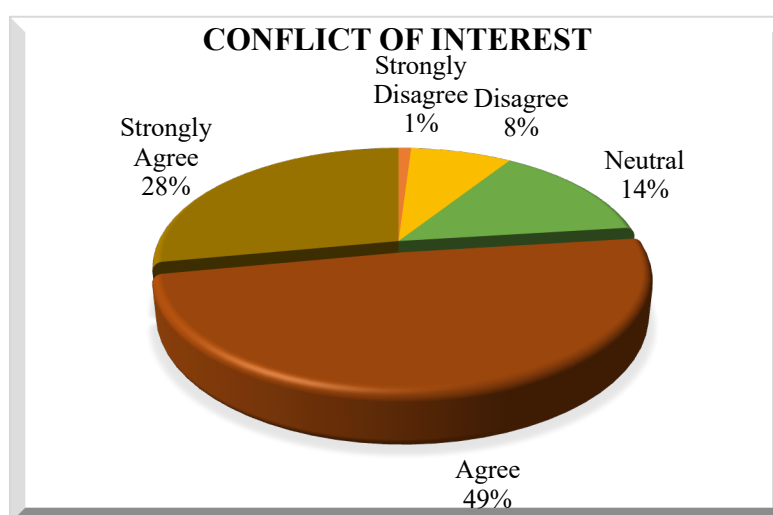
**Figure 4.67: Perception of respondents regarding reluctance of Government staff to cooperate**

As openly evident the staff of governmental institutions lack in positive public dealings and this shortcoming comes to fore even with the NGOs. From the above table and figure 41% and 23% of the respondents have agreed and strongly agreed with the statement that the staff of government institutions is mostly reluctant to cooperate with NGOs, while as 21% have taken a neutral stand, 12% and 3% of the respondents have disagreed and strongly disagreed with the statement. Therefore, from the above results it can be inferred that the work performance of NGOs deteriorates when government official show reluctance to cooperate with them.

**Table 4.71: Perception of respondents regarding conflict of interest between NGOs and government institutions**

S. No.	Conflict of interest	Frequency	Percentage
1	Strongly Disagree	1	1%
2	Disagree	8	8%
3	Neutral	14	14%
4	Agree	49	49%
5	Strongly Agree	28	28%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.68: Perception of respondents regarding conflict of interest between NGOs and government institutions**

Governments strive to work on their agenda and these agendas largely coincide with the agendas of the NGOs. This leads governments to force NGOs to their work towards publicizing agendas and gathering vote bank by publicizing the works in their name. This interference as displayed by other questions in this questionnaire which leads to minimizing communication of citizens with NGOS. Thereby, the above table and figure shows that, as agreed, and strongly agreed by 49% and 28% of the respondents to conflict of interest between NGO's and government institutions while 14% of the respondents remained neutral to this question and a small bunch 8% and 1% of the respondents disagreed and strongly disagreed to it.

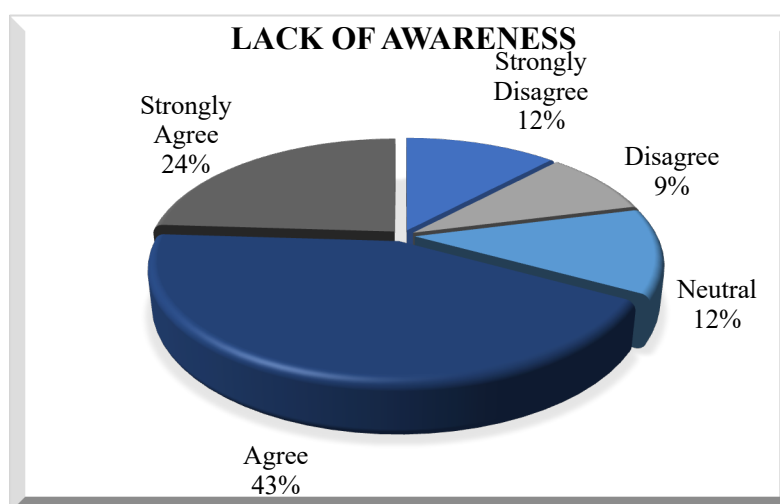
### Section G: Challenges faced by NGOs during program implementation.

In addition to the challenges faced by NGOs during program panning, there are many challenges faced by them during program implementation such as limited resources, sustainability, lack of awareness, unnecessary scrutiny from government, FCRA regulations and other challenges which include autonomy issues, lack of trust among donors and other such challenges which have been analyzed and discussed under different themes from the data obtained from NGO officials and presented in tables and figures below

**Table 4.72: Perception of respondents regarding lack of awareness at ground level**

S. No.	Lack of awareness	Frequency	Percentage
1	Strongly Disagree	12	12%
2	Disagree	9	9%
3	Neutral	12	12%
4	Agree	43	43%
5	Strongly Agree	24	24%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

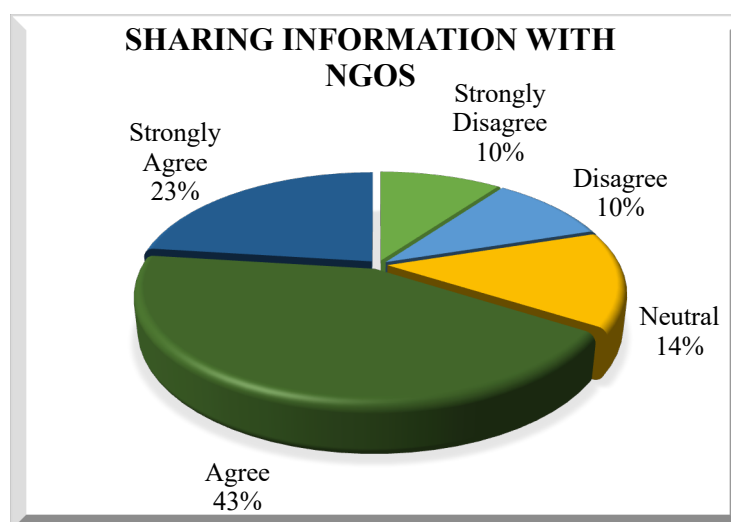
**Figure 4.69: Perception of respondents regarding lack of awareness at ground level**

Information dissemination is crucial for any of the benefits to reach to the public. The lack of it along with bad names due to some of the self-structured biased NGOs has led to benefits remaining away from the targeted beneficiaries. In this backdrop, the above table and figure show that 63% and 24% of the respondents agreed and strongly agreed with the statement that there is lack of awareness at ground level regarding working of NGOs, while as 12% of the respondents remained neutral, 9% and 12% of the respondents disagreed and strongly disagreed with the statement.

**Table 4.73: Perception of respondents regarding reluctance shown by community members in sharing information.**

S. No.	Sharing information with NGOs	Frequency	Percentage
1	Strongly Disagree	10	10%
2	Disagree	10	10%
3	Neutral	14	14%
4	Agree	43	43%
5	Strongly Agree	23	23%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.70: Perception of respondents regarding reluctance shown by community members in sharing information**

One of the most important factors that plays an important role in NGO working is the unhealthy environment of governmental presence in all spheres of community

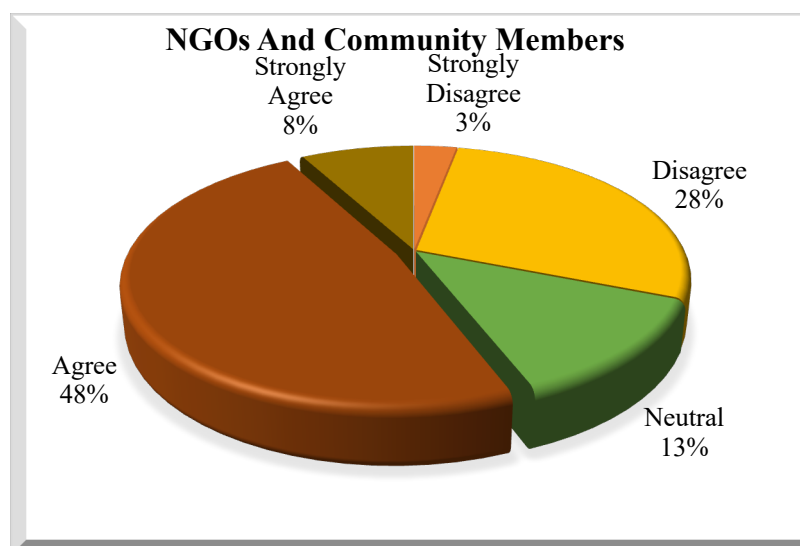


being. This ameliorated with societal presence has led community members reluctance to sharing information with NGO's. Thus, benefits in form or kind relaying away from the beneficiaries' majority of the respondents i.e., 43% and 23% agreed and strongly agreed with the statement that Community members are reluctant in sharing information with NGOs, while 20 % disagreeing and the 14% of the respondents remaining neutral. A friendly atmosphere of information sharing is important for NGOs to identify where the efforts are to be put.

**Table 4.74: Perception of respondents regarding conflict of interest between NGOs and community members**

S. No.	NGOs and community members	Frequency	Percentage
1	Strongly Disagree	3	3%
2	Disagree	28	28%
3	Neutral	13	13%
4	Agree	48	48%
5	Strongly Agree	8	8%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.71: Perception of respondents regarding conflict of interest between NGOs and community members**

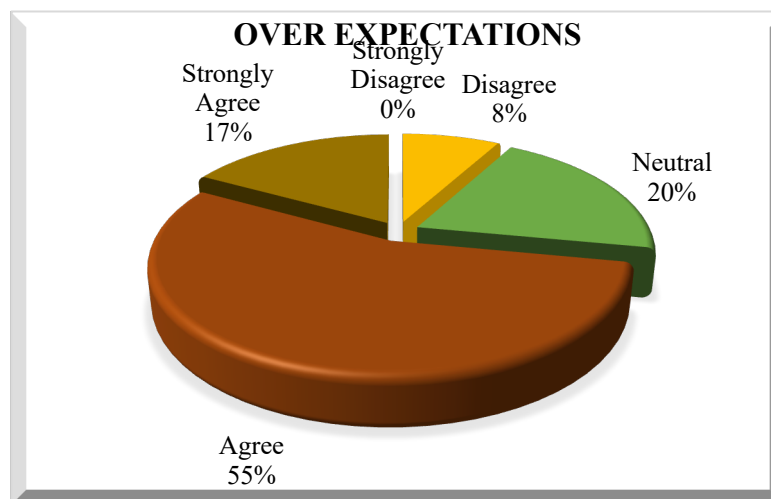
The conflict of interest is inherent to the human nature, and it has certain issues pertaining to human development. The conflict of interest has found space in the

administrative set-up also. In this context, the questions were raised before the respondents and the data has stated that 48% and 8% of the respondents agree and strongly agree to the conflicts that arise between NGOs and community members. Societies in any form have different communities in their making and these communities have a lopsided affection towards their own thus raising conflicts with NGOs towards their generosity in any form towards the other. Here, 13% of the respondents remained Neutral, 28% respondents disagreed and 3% strongly disagreed with the statement.

**Table 4.75: Perception of respondents regarding over expectations of communities from NGOs**

S. No.	Over expectations	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	8	8%
3	Neutral	20	20%
4	Agree	55	55%
5	Strongly Agree	17	17%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.72 Perception of respondents regarding over expectations of communities from NGOs**

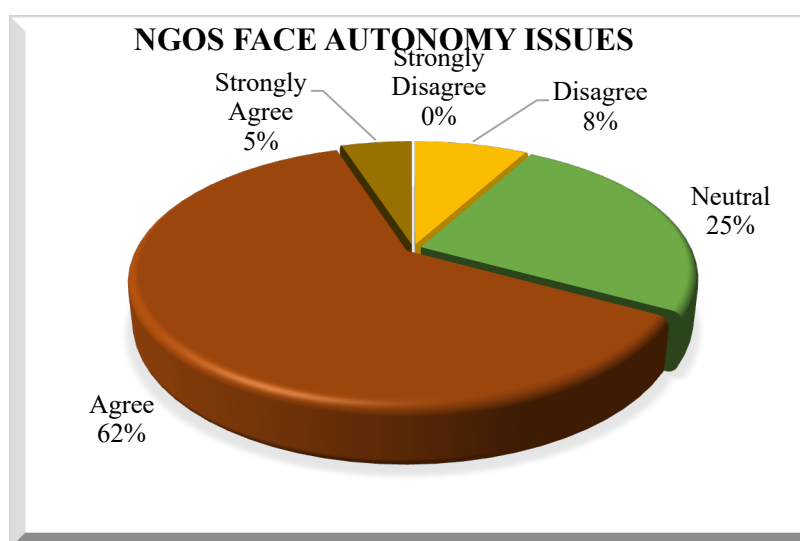
Dependence when gotten used to leads to over dependence and in its light the target groups always grow over expectations. In this milieu, the above table and figure

show that 55% of the respondents agreed and 17% strongly agreed to the statement that Communities over expect from NGOs, while as 20% of the respondents remained neutral and 8% disagreed with the statement. The implications being that rather than uplifting with the help, the expectation to effortless fulfilment leads to over expectations which somehow defeat the purpose of NGOs.

**Table 4.76: Perception of respondents regarding autonomy issues**

S. No.	NGOs face autonomy issues	Frequency	Percentage
1	Strongly Disagree	0	0%
2	Disagree	8	8%
3	Neutral	25	25%
4	Agree	62	62%
5	Strongly Agree	5	5%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.73: Perception of respondents regarding autonomy issues**

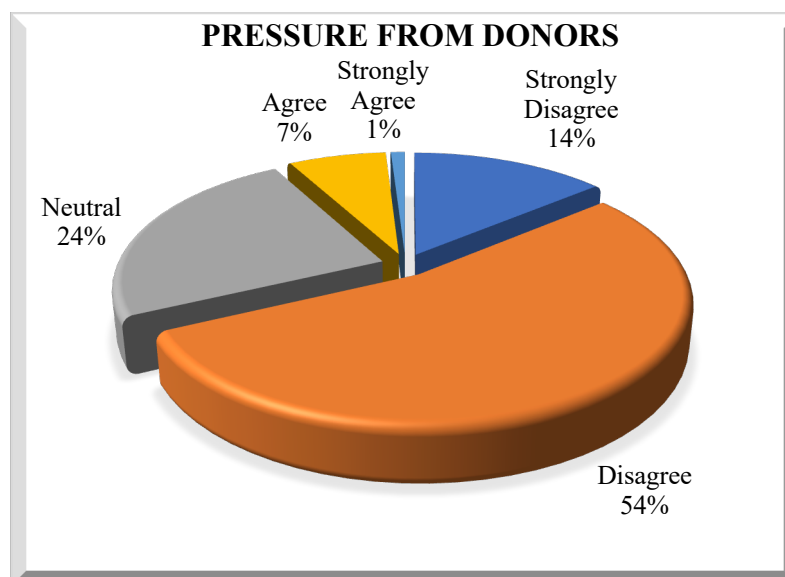
Autonomy is key to decision making according to the need of time. However, NGOs face autonomy issues be it outside pressure, in terms of governmental pressure or inside pressure i.e., from the founders or chair of the NGO's. A level of autonomy to the ground staff who have the preview of the target they are meeting is required for

them to help the target groups that need upliftment the most. To this, as evident in the table and figure 62% of the respondents have agreed, 5% have strongly agreed while 25% of the respondents remained neutral to the statement that NGOs are torn between subordination and independence, i.e., NGOs face autonomy issues. A meagre 8 % disagreeing implying a strong interference to the autonomy of NGOs in decision making and proper targeting.

**Table 4.77: Perception of respondents regarding external pressure from donors**

S. No.	Pressure from donors	Frequency	Percentage
1	Strongly Disagree	14	14%
2	Disagree	54	54%
3	Neutral	24	24%
4	Agree	7	7%
5	Strongly Agree	1	1%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.74: Perception of respondents regarding external pressure from donors**

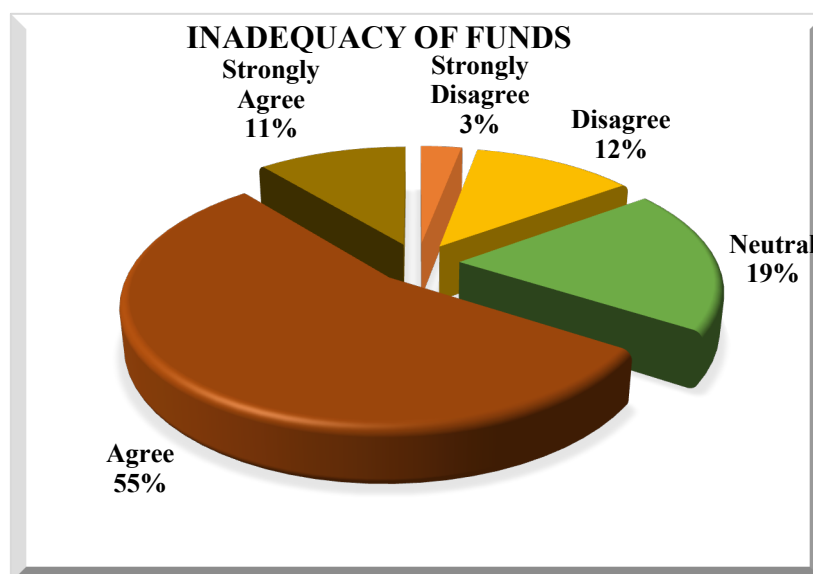
The respondents as explicit from the table and figure above have strongly disagreed to a Percentage of 14% and disagreed at 55% to the statement that there is external pressure from donors to meet their expectations while as 24% respondents have

remained neutral and rest 7% and 1% of the respondents agreeing and strongly agreeing to the statement. Implied from the figures it can be inferred that there is almost no interference to the utilization of funds by the NGOs in terms of pressure from the donors.

**Table 4.78: Perception of respondents regarding inadequacy of funds**

S. No.	Inadequacy of funds	Frequency	Percentage
1	Strongly Disagree	3	3%
2	Disagree	12	12%
3	Neutral	19	19%
4	Agree	55	55%
5	Strongly Agree	11	11%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.75: Perception of respondents regarding inadequacy of funds**

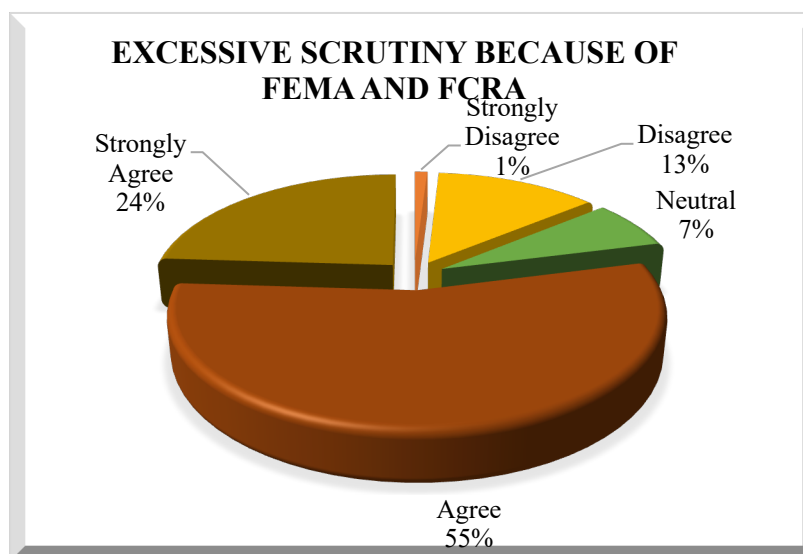
The scrutiny to NGO fundings has led to inadequacy of funding and the target groups increasing each day due to factors such as unemployment, recession and increasing poverty. In this backdrop, majority with 55% and 11% respondents agree and strongly agree to the statement that NGOs become complacent due to inadequacy

of funds. Approximating a third of the respondents to strongly disagreeing, disagreeing, or remaining neutral forming about 3%, 12%, and 19% of the respondents respectively.

**Table 4.79: Perception of respondents regarding excessive scrutiny due to acts such as FEMA and FCRA**

S. No.	Excessive scrutiny because of FEMA and FCRA	Frequency	Percentage
1	Strongly Disagree	1	1%
2	Disagree	13	13%
3	Neutral	7	7%
4	Agree	55	55%
5	Strongly Agree	24	24%
<b>Total</b>		<b>100</b>	<b>100%</b>

*(Source-Primary)*



*(Source-Primary)*

**Figure 4.76: Perception of respondents regarding excessive scrutiny due to acts such as FEMA and FCRA**

The FEMA and FCRA came to fore to prevent fundings misappropriated towards and national causes such as hawala and terror funding. In its light the fundings to NGO's aimed at upliftment also stood hampered due to excessive scrutiny and documental requirements. The above table and figure indicate that 24% of the respondents strongly agreed to the statement that NGOs face excessive scrutiny due to

acts such as FEMA and FCRA and 55% responded to agree. While as, a minority of 1%, 13% and 7%, strongly disagreed, disagreed, and remained neutral respectively. Thereby, it can be inferred that majority of NGO staff agreed to shortcomings to receiving funds by NGOs through foreign means which ultimately undermines their working.

#### **4.4. Conclusion**

In conclusion, this chapter sheds light on the views of NGO staff members on the role of NGOs in the socio-economic development of Srinagar. The results of the analysis indicate that the majority of respondents believe that NGOs have a positive impact on the socio-economic development of the district. The data in above tables and figures reveals that NGOs provide a wide range of services to the marginalized sections of the population, including vocational training, financial assistances and more. However, the perceptions of respondents also indicate some limitations in the impact of NGOs. This reflects that the services provided by NGOs are not sufficient to meet the needs of all marginalized sections of the population. Thereby, there is a need for continued improvement and innovation in the programs and services provided by NGOs in order to maximize their impact and ensure their sustainability in the long-term. The findings of this chapter provide valuable insights into the challenges and opportunities faced by NGOs in promoting socio-economic development in Srinagar district and can inform future efforts to improve the impact of NGOs on the local economy.

**CHAPTER 5**  
**FINDINGS AND CONCLUSION**



## CHAPTER 5.

### FINDINGS AND CONCLUSION

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#### 5.1. Introduction

Non-governmental organizations (NGOs) have become a widespread phenomenon worldwide, visible in both developed and developing countries. In the new public management era, which emphasizes Liberalization, Privatization, and Globalization, Civil Society Organizations are central to the developmental process (Larbi,1999). NGOs rely on both foreign and local donations to support their developmental agendas. International agencies like the UN and the World Bank view NGOs as key partners in development activities.

As discussed in Chapters 1 and 2 of this study, NGOs have gained significant importance over the last few decades, proliferating across various socio-economic sectors. This study explores developmental initiatives by NGOs in the Srinagar district, an urban area with unique challenges. Chapter 3 traces the evolution of NGOs in Kashmir, detailing their shift from charity-based organizations to active participants in human rights protection, peacebuilding, socio-economic development, and environmental protection.

The selected NGOs for this study, despite their varied visions and missions, share a common goal of uplifting marginalized and disadvantaged communities in Srinagar. Chapter 3 provides an in-depth account of how NGOs in Kashmir increased in number after the 1989 insurgency and evolved from charitable institutions to agencies engaged in developmental activities, human rights advocacy, and women's empowerment. During the 1990s-armed insurgency, local NGOs were the first responders, mobilizing volunteers to address the crisis, particularly aiding orphaned children and widowed women. This study has also highlighted the developmental initiatives undertaken by religion-based NGOs such as Dharmarth trust, Anjuman Nusratul Islam, Islamic relief and research trust. In Chapter 3 and 4, the role of various local NGOs like Athrout Kashmir, J&K Yateem Trust, and SRO Kashmir during the devastating floods of 2014 in the valley has been extensively discussed. These organizations operated in a phased manner during the crisis. Initially, they provided

immediate relief, given the timing of the disaster in September, just before winter. Subsequently, some national and international NGOs joined in to assist in the rehabilitation of flood victims. Local NGOs in Kashmir played a crucial role by establishing medical and relief camps wherever feasible (Malik,2022). In this chapter, alongside the findings and conclusions, the researcher presents the narratives of key respondents regarding the NGO's roles, their initiatives, and the challenges they encountered while operating in the valley. These narratives are explored and presented under relevant themes, addressing the research questions outlined in Chapter 1 of this thesis.

## **5.2. Role of NGOs in Education sector**

This study has integrated and analyzed responses from both NGOs and beneficiaries to get a holistic picture of the impact of developmental initiatives undertaken by NGOs in Srinagar district. In this background, it can be inferred that NGOs in Srinagar have engaged in various developmental projects to improve school infrastructure. In conversation with the research scholar, Miss Farah Deeba (name changed) project coordinator at an international NGO working in Kashmir points out *“Children in various parts of Srinagar, especially dal dwellers are the most vulnerable to social abuse, it has been observed that at a very tender age, they fall prey to drug abuse and related crimes. Our NGO has started education projects such as peace education and peace project in Srinagar district and our focus areas are Handum Mohalla, Fakir Gujri, Astanmarg and Theed Harwan. These projects mainly stress on safe teaching and learning environment for children and a culture of peace and harmony. We mobilize communities to send their children to schools, we ensure and aim to strengthen child protection mechanisms so that more and more students get enrolled in schools and attend classes regularly.”*

The school education department of J&K seeks intervention of local, national, and international NGOs to improve school infrastructure, sports, and recreational facilities. MoUs are signed between government and NGOs to assist government officials in schools including teaching and non-teaching staff by organizing awareness camps, trainings, and workshops. Government has signed MoUs with UNICEF, Chinar international, save the children, JKASW (Jammu Kashmir Association of Social

Workers), Pratham and other NGOs at state and district level to ensure quality education in Srinagar district. In an interaction with researcher, Mr. Manzoor Ahmed (name changed), a school teacher from Government middle school Handum Mohalla remarked that *“We get paid each month to teach students, in this area students get enrolled, but they hardly attend classes. People in this area are marginalized to the extent that they survive on approximately Rs.40 a day that is bare minimum, their children especially in between the age group of 6- to 13-year-old boys sell barbecues on foreshore area of Dal lake, on the other hand there are multiple cases of child marriages in this area, some marriages are either by force while others elope from their home to get married, education is the least priority for this community”*

However, Mr. Farooq Ahmed, another teacher from the same schools adds that *“Since the intervention of NGOs such as World vision, ActionAid and Save the children, the school dropout rate in this area has decreased, NGOs provide hygiene and other necessary kits to distribute among children and the families of children are contacted to receive the aid from school. The NGO staff members and volunteers counsel the parents to send their wards to school and raise awareness among them about the importance of education. This has helped a lot in improving school education. In this area, even female students have started gaining interest studies. They always ask for Ms Uzma (NGO staff member) whenever they enter school.”*

The findings of the study also revealed that it is not schools or local communities who reach out to NGOs and seek help from them. But it is NGOs which identify these areas based on reports from local NGOs and volunteers doing philanthropic work and some of the government reports, newspaper reports highlighting the problems of poor and vulnerable communities in Srinagar city, thereafter the beneficiaries are registered with the NGOs after proper verification. Moreover, International NGOs such as MSF, World Vision and Action Aid collaborate with local NGOs such as JKASW to implement developmental projects in these areas. Reports from a local NGO indicates that they have helped to provide quality education to 7521 students while working in collaboration with an international NGO. Furthermore, analysis of the data conducted in chapter 4 and 5 of this study reveals that NGO’s have contributed significantly to mobilize children to get enrolled in schools, NGOs have also gained success in motivating teachers to involve Play Way methods, innovative techniques and make

learning more interesting. NGOs conduct workshops and trainings in schools, involve community members as well to raise awareness about the importance of education which has proved to be a success in these areas.

### 5.3. NGO's and Health Sector

Kashmir, being a conflict area has seen countless lock downs leading to health and economic crisis. In August 2019, special status of the erstwhile state of Jammu and Kashmir was removed after the abrogation of article 370 which was followed by curfew and communication shut down in whole valley affecting civilian lives, worsening, health crisis, increasing poverty, and leaving people desperate to make ends meet (Rather,2020). Just when Kashmir was coming out of lockdown in December, COVID-19 lockdown was imposed by government of India in March 2020. Common people of Kashmir suffered a huge loss both economically and socially with healthcare workers struggling to provide basic services to patients. In conversation with researcher, Dr. Shabir Ahmed (name changed), CMO of a local hospital stated that *“Our staff was overworked because of the unprecedented challenges posed by Covid 19 pandemic, but it is with the help of NGOs success was achieved to overcome those challenges they did not step back from their duties and responsibilities. They followed proper precautionary measures and distributed oxygen cylinders to those in need, provided ventilators, sanitizers, masks, PPE kits to hospitals and arranged quarantine facilities as well.”*

COVID-19 pandemic posed some complex challenges. However, NGOs all over the world did an exemplary work and channeled their resources to keep the healthcare system functioning and fully equipped to overcome any difficulties posed by the pandemic. NGOs in Kashmir increased their reach and collaborated with people at grassroot levels as indicated in chapter 4 and 5 of this study. In an interaction with researcher, Mr. Abdul Salam Mohalla president stated that *“Some youth from an NGO contacted us during the onset of COVID-19 in March 2020 and told us not to go for our daily prayers in local mosque as there was a virus that spread in congregations and is killing people on a large scale, we took a collective decision and decided to offer our prayers at our homes and within two weeks news of hundreds and thousands of people getting killed by this deadly virus throughout the world ran across every news*

*channel on tv, with thousands of people from all age groups getting hospitalized, we are very much thankful to that person who made us aware about the intensity of that cruel virus.”*

With the adoption of bottom-up approach in governance, many NGOs in India were involved to improve social integration and bring in a positive approach in healthcare sector. Almost every state of India poses different challenge in terms of its healthcare, UT of Jammu and Kashmir being no exception. In this study, it has been found that local people trust local NGOs more than any government agency or any NGO from outside especially in terms of providing healthcare benefits, they easily connect with the people who speak their own language and follow the same culture and traditions as they do. Health care NGO activity in Kashmir focus more on raising awareness about disease prevention, free medical and blood donation camps, hygiene, and sanitation awareness, drug de addiction and rehabilitation services, psycho social services to prevent mental health crisis and empower these patients through brainstorming and counselling services.

#### **5.4. NGO's and Women empowerment**

Constitution of India provides equal rights to men and women<sup>71</sup>; however, the ground reality is quite different than what is written in papers, gender inequality is visible in almost every sector. Female is considered as weak gender and discriminated in several ways. In the recent past, government of India has taken various initiatives to empower woman considering the rising crimes against them, such as domestic violence, rapes, human trafficking, molestation, and harassment cases. In this background, NGOs since their inception in India have focused on women empowerment through creation of SHG, micro financial assistance, awareness camps, and income generation programs. During 1980s, two types of NGOs operated for women in India: organizations which focused on the struggle faced by women, these were service or welfare oriented and provided hostel facilities to working women and other type of NGOs focused majorly on advocacy, assisting women proclaim their

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<sup>71</sup> Article 14 of the Constitution of India states that within the territory of India, the government must not deprive any individual of equality before the law or equal protection of the laws.

rights. However, during 2000's the focus of these NGOs shifted towards providing material or monetary assistance to women, including micro financial assistance and income generation awareness to help them become self-reliant.

In present study, results from analysis of data in chapter 4 indicate the perception of respondents, both beneficiaries and NGOs towards empowering women in study area. The data obtained from the respondents reveal that NGOs have become instrumental in skill enhancement and providing livelihood opportunities to women, raise awareness among them about the importance of education, ill effects of child marriage, their rights against social abuse such as domestic violence and harassment in any form and assisting them in creation of SHGs and other small business enterprises. On the other hand, results from the analysis of data also indicate that NGOs are still struggling to provide social security net to windows and legal assistance to victims of domestic violence. The researcher received mixed responses to few questions from both beneficiaries and NGO staff members.

Furthermore, from the respondents, it was also observed that skill training and workshops conducted by NGOs have improved their social status. In conversation with researcher, Rafia (name changed) commented that *"I am an orphan, I lost both of my parents at an early age. Life was quite difficult for me and my siblings. However, in 2019, I got to know about a free tailoring course through a friend, I decided to join, the trainers were friendly and motivating and gave us a positive hope. Later I came to know that this training programme was organized by an NGO that is why they did not ask for any fee. Today I earn money on my own, I am not dependent on anyone anymore and I am very much thankful to them, they even provided us sewing machines free of cost"*.

The researcher during field visit observed many training centers for women, where hundreds of women were trained in traditional embroidery of Kashmir, such as Ari work, Sozni work, papier-mâché, Tilla embroidery, cutting and tailoring<sup>72</sup>. This has helped the local women to establish their own small business ventures and become self-reliant and an inspiration to other women as well, thus empowering a major chunk of population.

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<sup>72</sup> Traditional crafts and artisanal techniques in Kashmir

## 5.5. NGO's and Economic Development

Poverty and unemployment are prevalent in both rural and urban areas of our country. Government of India has launched massive programmes and policies in five-year plans to overcome such problems but due to vast population and other challenges, benefits of these programs do not reach the target population. In the recent past, NGOs have become an important factor in developmental process. NGOs work at the grassroots level and mobilize resources, implement development projects, represent vulnerable communities, raise awareness among them about benefits from various government schemes and policies for their sustainable development and self-sufficiency. NGOs have become intermediaries between government and communities, they connect people from remote corners of India with mainstream by building trust and confidence among them. They have become increasingly essential in developmental activities as government alone is not adequate to achieve goals of economic development in a diverse country like India.

NGOs in Kashmir are actively engaged in diverse sectors of economic development. Analyzing perception of respondents, both beneficiaries and NGO staff in chapter 4, it has been found that NGOs play a significant role to promote entrepreneurship and self-employment opportunities to people from disadvantaged communities, they train people by conducting skill development trainings and workshops. As noted by Mr. Farooq Ahmed (name changed) founder of a local NGO in Srinagar district stated that *“We implement livelihood projects in disadvantaged communities of Srinagar district especially in Shalteng and Nowgam area. Our NGO sponsors skill and entrepreneurship courses and encourage youth to get enrolled so that they gain a technical expertise which will make them employable in future.”*

However, findings from data also reveal that the contribution of NGOs is sparse in terms of providing raw material and tools to youth who want to establish their small business enterprise. There is no doubt that NGOs are indispensable for economic development of an area but sometimes they are not sufficient, they also face multiple difficulties just as government organizations do, still they manage to provide welfare measures which are in line with welfare activities undertaken by government, thereby contributing to overall economic development. In this backdrop the results from data

analysis indicate that despite many challenges NGOs have become an essential part in the lives of underprivileged communities, they empower the poor and disadvantaged to live their life with dignity and make a decent livelihood on their own.

### **5.6. Challenges faced by NGOs during Program Planning and Program Implementation**

The mushrooming of NGOs Kashmir and cases of fraud and misuse of funds in some NGOs has led to excessive and unnecessary scrutiny from government which sometimes even results in harassment of workforce. As stated by Irfan (name changed): *“If you were to interview any national or international NGO, you would notice how much more challenging it has become for local NGOs to operate in Kashmir compared to any national or international NGO. There is not much scrutiny for outside NGOs, only local ones are specifically targeted. Ours is a registered organization with all the reports up to date, yet our employees and volunteers are beaten up by the police every now and then while working in the field during lockdowns (referring to the COVID-19 pandemic lockdown), even when the government permits NGOs to work.”*

On the other hand, there is a constant lack of trust between NGOs and government which is hampering the work of NGOs. In chapter 4, the results from analysis of data indicate that majority of NGO staff agreed to the statement that the approach of government is negative towards them, government is reluctant to cooperate and there is unnecessary scrutiny from government agencies. NGOs try to collaborate with government, which was evident during COVID19 pandemic however, government organizations do not reciprocate in the same manner.

There is frequent interference of government in the working of NGOs, this interference by the government in terms of crushing accountability measures has led NGOs to see regulation as overtly interfering and compromising their autonomy. The respondents strongly agreed to the statement that GOs constantly interfere in their working which lowers their work performance, and they see government as a threat to their autonomy and peaceful atmosphere.

The excessive scrutiny by government on the funding of NGOs and going through formalities such as FCRA and FEMA to prevent cases of terror funding, misappropriation and hawala transactions has posed a major challenge especially for



local NGOs to operate in Kashmir. In conversation with the researcher, Ms. Iram (name changed), an employee in a prominent NGO of Kashmir noted that

*“Our NGO received funds from countries such as Hungary, Austria, Australia, and majorly from Muslim nations such as Qatar, Oman and others but since the abrogation of article 370, we were completely barred to receive any donation from foreign countries .Aur jab se Modi ki government aayi tabse to Kashmir ki har NGO zyada local donations pe hi chalti hai (Since Modi government came into power, almost all local NGOs in Kashmir operate with the help of local donations only)”*

A similar response was received from Mr. Junaid (name changed), founder of a local NGO stating that

*“Our NGO received donations from all over the world, we operated in almost every sector such as education, health, conducted workshops and trainings in collaboration with national and international NGOs, unfortunately, since the lockdown of 2019 after the abrogation of article 370, almost every local NGO in Kashmir was barred from receiving any donations from foreign countries and there were continuous raids from NIA as few NGOs in valley were blacklisted because of their involvement in terror funding. These hurdles will not stop us to work, Alhumdulillah we receive sufficient funds from local donors as well but that is not adequate to work in areas such as education and livelihood, thereby we have limited our operation to health sector only.”*

It is mandatory for an NGO to get FCRA registration license to receive funds from foreign countries. This act came fore to prevent misappropriation and misuse of funds by NGOs and make them accountable and transparent, but it has hampered the working of NGOs in many ways. Some critics have termed it as “draconian act” while as VANI (Voluntary Action Network India) called this act as a “death blow”<sup>73</sup> to NGOs operating in India. Many argued that the bill was passed to suppress the work done by NGOs and attack their autonomy.

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<sup>73</sup> Vaidyanathan, A. (2020, September 22). NGO group VANI calls FCRA amendments 'death blow', wants them referred to parliament panel. ThePrint. <https://theprint.in/india/ngo-group-vani-calls-fcra-amendments-death-blow-wants-them-referred-to-parliament-panel/507721/>

On the other hand, the findings of this study also highlight that the relationship between community members and NGOs suffers from a deep lack of trust, there is lack of awareness among people about the working of NGOs and it becomes a difficult task for a member of NGO to get acquainted with community members which becomes a major challenge during project implementation in target areas. Lack of trust develops because of certain factors such as the resentment of people towards any person from government, NGOs struggle to convince people and assure them that they are not associated with government in any way. Furthermore, some minority communities feel discriminated by NGOs, this raises conflicts between NGOs and people from different communities.

NGOs in Kashmir face problems such as inadequacy of funds. Moreover, providing aid to communities increases their dependence and expectations from NGOs which again becomes a difficult task for NGOs to meet the demands of their beneficiaries because of lack of funds and it somehow defeats the purpose of NGOs.

Any new organizations that wishes to get registered faces problems from the registration process itself as it is looked upon with suspicion and they face unending harassment and humiliation in government offices to get registered.

### **5.7. Suggestions**

NGOs play a crucial role in addressing some of the world's most pressing issues such as poverty, inequality, and environmental degradation. These organizations operate independently from the government and rely on the support of individuals, corporations, and other organizations to carry out their missions. In order to effectively address the above-mentioned challenges particularly in a conflict zone such as Kashmir, it's important for NGOs to continually improve and adapt their operations. In this context, this section provides some suggestions for the improvement of the working of NGOs in Kashmir:

- 1) The study observed that Srinagar, as an urban area, presents complex challenges to NGOs, such as record-keeping, high demand for services, and logistical difficulties. NGOs struggle to manage these issues due to being overburdened, understaffed, and having limited resources. It is therefore suggested that NGOs

hire professionals and experts in data analysis, HR, finance, project management, and other areas to address these challenges effectively. However, if there are financial or other constraints in hiring such professionals, training must be provided to existing staff.

- 2) NGOs in Kashmir are engaged multiple sectors such as health, education, and women's empowerment. This broad approach has led to scattered efforts and diluted impact. To maximize effectiveness and sustainability, it is suggested that the NGO focus on its core area of expertise. Specializing in one sector would allow the NGO to develop comprehensive programs, deepen its impact, and build stronger community relationships. This targeted approach would enhance service quality, improve measurable outcomes, and attract more donor support.
- 3) Given the inconsistencies found in this study between the vision and mission stated on the NGO's website and their actual project implementations, it is suggested that NGOs develop clear and aligned vision and mission statements. Such coherence is essential for enhancing effectiveness and credibility in serving stakeholders.
- 4) NGOs should conduct thorough need assessment surveys to gain a deep understanding of the specific needs and requirements of different regions. By prioritizing underserved and neglected areas, NGOs can ensure that resources are directed to where they are most needed, maximizing their impact. This targeted approach not only prevents duplication of efforts but also ensures that vulnerable communities receive the support they require to thrive. Furthermore, by pinpointing gaps and overlaps in existing interventions, NGOs can streamline their activities for greater efficiency and effectiveness.
- 5) Though the NGOs selected for this research have proper websites listed on NGO Darpan, it was discovered that many of these websites are dysfunctional, hindering accessibility and information dissemination. Hence, it is imperative that NGO websites be fully functional and easily accessible to all users. This ensures transparency, facilitates stakeholder engagement, and strengthens the organizations' credibility.

- 6) Utilizing social media platforms such as Twitter, Facebook, and Instagram is also advised, enabling NGOs to raise awareness, conduct needs assessments, and disseminate information on critical issues such as drug abuse, sexual abuse, and domestic violence. The use of Information and Communication Technology (ICT) can further aid in the effective implementation and monitoring of NGO programs and projects. This approach not only enhances public engagement and trust but also ensures that NGOs can be reached whenever needed. By leveraging these digital tools, NGOs can better serve their communities and respond promptly to emerging challenges.
- 7) Various suggestions were provided by respondents during the fieldwork. Key suggestions included increasing awareness, conducting workshops, and offering training sessions. Most importantly, there was a strong emphasis on establishing an effective grievance redressal mechanism and it was also suggested that NGOs engage in regular dialogue with the communities they serve, ensuring their programs are aligned with local needs and preferences. This approach fosters inclusivity and empowers stakeholders to actively participate in decision-making processes.
- 8) Another very important issue raised by respondents was privacy. It was found that, few NGOs for name and fame or advertisements, NGOs post photos of beneficiaries on social media platforms and websites with their faces clearly visible, violating individual privacy rights. They stressed that both government and NGOs should address this issue strictly to prevent any ethical conflicts. Respecting the right to privacy of individuals is paramount, and organizations must ensure that consent is obtained before sharing any personal information or images. Upholding these principles not only maintains ethical standards but also builds trust and credibility within the community.
- 9) Governmental and non-governmental organizations (NGOs) across various levels should prioritize close collaboration to effectively allocate resources towards shared objectives. This collaboration, especially between local NGOs and international NGOs (INGOs) in Kashmir holds significant potential for numerous benefits, including:

- INGOs such as Save the Children, Action Aid, and World Vision can play a pivotal role by organizing regular workshops focused on disaster response and rescue operations, equipping local NGOs with essential knowledge and practical skills.
- Moreover, specialized training programs offered by INGOs can enhance local NGO's proficiency in project management, monitoring, evaluation, and data collection. By sharing successful models and strategies from other disaster-prone regions, INGOs empower local NGOs to enhance their effectiveness.
- Additionally, providing access to research and strategic planning resources enables local NGOs to make informed decisions and effectively plan for disaster response and resilience.
- Further support from INGOs, including advanced tools and technology for disaster management and financial assistance through grants and funding, enables local NGOs to sustain and expand their impactful projects.
- Finally, the implementation of joint monitoring and evaluation systems ensures transparency and accountability, facilitating continuous improvement, while establishing feedback mechanisms enables refinement of strategies based on past experiences.

10) To curb corruption and prevent the misuse of funds, the government should take proactive measures to identify and act against inactive or unregistered NGOs. This includes implementing bans or blacklisting procedures. The study revealed serious violations of regulations, such as a case in the Pampore area of Kashmir where an NGO was found trafficking Covid orphans. Additionally, instances of terror funding were uncovered, along with widespread misuse and misappropriation of donations both monetary and non-monetary. Furthermore, there is a concerning trend of numerous NGOs operating without proper registration or legal authorization. Even government platforms like NGO Darpan lack updated information. To address these issues, effective monitoring by the Social Welfare Department and the Companies and Societies Department of J&K is essential. Moreover, active NGOs should undergo continuous

supervision without compromising their autonomy. Government agencies should adopt a constructive approach, encouraging NGOs rather than threatening them. Rather than focusing solely on fault-finding, efforts should be directed towards constructive engagement and support.

- 11) Training for NGO members is crucial for their effectiveness. Therefore, it is essential for NGOs to provide training to their staff and members through reputable institutions and expert resource persons in the fields of social welfare and development programs. The success of NGOs relies heavily on the dedication and competence of their workers. Additional emphasis should be placed on continuous learning and skill development to enhance the impact and sustainability of NGO initiatives.
- 12) During the study, it was found that the registration process and FCRA regulations are cumbersome, hindering the ability of NGOs to effectively access foreign donations. Simplifying these processes is imperative to ensure NGOs can efficiently receive foreign donations and operate effectively. Therefore, it is suggested to simplify these procedures for several reasons such as, it facilitates international support by encouraging more readily available contributions, reduces administrative burdens that may deter NGOs from seeking foreign funding, promotes transparency and accountability in fund utilization, and fosters innovation and collaboration by facilitating partnerships with international organizations. Easing FCRA registration requirements not only supports the financial sustainability of NGOs but also enhances their capacity to address pressing social challenges and contribute to meaningful development initiatives.
- 13) Effective communication is the cornerstone of successful collaboration and coordination, essential for achieving shared goals and fostering positive relationships. However, during the study, it became evident that a notable communication divide exists among various NGOs, resulting in disorder and discord within the sector. This lack of effective communication hinders collaborative efforts and diminishes the overall impact of NGO initiatives. Therefore, it is suggested that concerted efforts be made to address this issue. Implementing regular networking platforms, promoting information sharing,

fostering partnerships, providing training in communication skills, utilizing technology for communication, and encouraging transparency are crucial steps to bridge this gap. By enhancing communication among NGOs, we can promote better coordination, reduce duplication of efforts, and ultimately, enhance the effectiveness of social welfare initiatives.

- 14) Based on the findings, it is evident that while NGOs play a crucial role in uplifting underprivileged communities, there is room for improvement, particularly in terms of supporting youth entrepreneurship. To address this gap, it is suggested that NGOs focus on enhancing their support for small business development by providing not only financial assistance but also offering training, mentorship, and access to resources such as raw materials and tools. By strengthening their efforts in this area, NGOs can further empower individuals to become self-reliant and contribute to overall economic development effectively.
- 15) As found during this study, it is evident that NGOs face significant challenges in cultivating trust and fostering effective communication with the communities they serve in Srinagar. To address the challenge, it is suggested that NGOs prioritize community engagement initiatives, enhance transparency and accountability in their operations, provide cultural sensitivity training for staff, foster collaboration with local leaders and institutions, and develop tailored communication strategies. These actions will help NGOs build stronger relationships with the communities, mitigate tensions, and ensure that their initiatives are inclusive and responsive to local needs and concerns.
- 16) The researcher's field visits uncovered numerous training centres set up by various NGOs for women in Srinagar, where hundreds were trained in traditional Kashmiri embroidery techniques like Ari work, Sozni work, papier-mâché, Tilla embroidery. In light of these findings, it is suggested that similar vocational training programs be expanded and diversified to include other skill sets, such as digital literacy, entrepreneurship, and marketing. Additionally, fostering networking opportunities and mentorship programs within these communities can further support women entrepreneurs in scaling their businesses and accessing new markets. Furthermore, advocacy efforts should

be made to raise awareness about the economic contributions of women-owned enterprises (SHGs) and to promote gender-inclusive policies that facilitate their growth and sustainability.

17) NGOs in Kashmir are currently at Stage 1 and Stage 2 of David Korten's classification<sup>74</sup>, primarily focusing on relief, welfare programs, and community development. It is suggested that these NGOs advance to Stage 3 along with the first two stages to address contemporary issues and work on systemic changes and long-term solutions that go beyond immediate relief and development. This progression involves establishing old age homes, supporting transgender upliftment, mitigating environmental degradation caused by uncontrolled tourism, developing long-term, sustainable disaster management solutions and finally to foster large-scale social transformation by addressing root causes of inequality and injustice, mobilizing grassroots activism, and influencing broader societal changes.

18) To avoid reliance on donors and ensure sustainable funding, NGOs in Kashmir should explore diverse sources of funds. This is particularly important given that foreign funding in Kashmir has been restricted, leading to a shortage of funds. Therefore, few strategies are suggested to overcome funding issues within NGOs, such as:

- Establishing a social enterprise that generate income while addressing social issues, such as “Shehjaar outlet” by Help Foundation in Kashmir. Profits from these enterprises can fund NGO activities.
- Applying for grants from international organizations, foundations, and government bodies, including signing of MoUs.
- Use crowdfunding platforms to raise small amounts of money from many people. This can be particularly effective for specific projects or campaigns.
- Form partnerships with corporations for mutual benefit. Companies often have corporate social responsibility (CSR) funds that can be directed towards NGO projects.

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<sup>74</sup> Korten, D. (1987). Third generation NGO strategies: A key to people centered development. *World Development*, 15(1), 145-159.



- Organizing fundraising events like charity auctions. These events can raise substantial funds and increase awareness about the NGO's mission.

19) During the study, it was found that there is a constant lack of trust between NGOs and the government, which hampers the work of NGOs due to perceived negative attitudes, reluctance to cooperate, and unnecessary scrutiny from government agencies. To foster better collaboration and peaceful working relationships, it is essential to establish clear communication channels, enhance transparency, and create joint task forces for specific projects. Developing clear and fair regulations, offering joint training programs, and encouraging public-private partnerships can also build mutual trust. Additionally, promoting policy dialogue, recognizing successful collaborations, addressing misconceptions through awareness campaigns, and establishing independent mediation for conflict resolution can further improve the dynamics between NGOs and the government, ultimately enhancing their collective impact on the community.

20) The findings of the study indicate that NGOs are still struggling to provide a social security net to widows and legal assistance to victims of domestic violence in Srinagar. To address these challenges, it is crucial to enhance resource allocation and capacity-building initiatives specifically targeting these areas. Therefore, it is suggested for NGOs to bolster their financial stability and developing specialized training programs for NGO staff which can improve their ability to offer effective legal and social support. Collaborating with legal aid organizations, law firms, and social service agencies can also provide comprehensive support networks for victims.

### **5.8. Limitations of the Study**

- Data collection from all 7 tehsils of Srinagar district was not feasible as authentic data about the socio-economic status of the people in these tehsils was not available.
- This study lacks a cross-cultural relationship. Caste, gender, or race of respondents was not taken into consideration during this study.

- Number of key respondents was also limited due to ambiguity in the responses of respondents, delay in meetings with researcher because of distrustment, suspicion and COVID 19 lockdown which forced the researcher to suspend fieldwork for months.
- The respondents, particularly NGO staff lacked an open-minded approach. Researcher faced difficulties in convincing the authorities that their responses on questionnaires were for research purpose only.
- There was inadequate availability of relevant literature for this study, thereby this study has limited theoretical base.
- Fieldwork became a challenging task because of frequent lockdowns in valley due to abrogation of Article 370 and covid19 lockdown which lasted for over a period of 2 years in a phased manner.
- Data about the exact number of NGOs (local, national, and international) was not available on government websites or with district information officer. Thereby an RTI was filed to get authentic data but the response to RTI mentioned “the information is not available with us”, thus NGOs for this study were selected on the basis of their operability and feasibility.

### **5.9. Suggestions for further studies**

This research focuses on socio economic aspect of NGOs in Srinagar district, however other areas such as environment, animal rights, advocacy NGOs, orphanages, peace building, human rights NGOs and other CSOs working in Srinagar district form a separate area of study. This research was conducted in urban area, further researchers can study the role of NGOs in rural areas of Kashmir. Every research provides answers as well as raises questions which open another area of study, thereby future research could explore and investigate several areas of NGOs working in a conflict zone such as Kashmir which are still left untouched as a smaller number of studies have been conducted on NGOs in Kashmir

### **5.10. Conclusion**

Non-Governmental Organizations (NGO's) play a critical role in socio-economic development by providing crucial services, support and advocacy to

communities that are often neglected or underserved by governments and corporations. NGOs can operate in areas where governments may lack capacity or resources, or where they face political and social barriers to deliver effective services. NGOs are often run by passionate individuals and volunteers who are dedicated to a specific cause and are motivated by the desire to make a positive impact in their communities. The findings of the study also reveal that NGO's have positively altered the socio-economic fabric of society. They undertook a lead to revitalize and bridge the gaps in education, health and employment avenues. NGO's are working at par with state institutions that expand their scope in terms of accessibility and inclusivity. In this milieu, the study will be useful for NGOs, government, future researchers, and international organizations in the district, as well as other organizations working in the field of socio-economic development. The study will contribute to the existing literature on the role of NGOs in socio-economic development, particularly in the context of Jammu and Kashmir, which has been the site of a long-standing conflict, resulting in human rights abuses and widespread suffering among the local population. The study also provides suggestions for improving the effectiveness of NGOs through fostering innovation, collaboration, transparency, and accountability.

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[Questionaries for NGO  
Beneficiaries

**Dear Respondent:**

I am a Ph.D. scholar conducting research on “**A study of NGOs in socio economic development of Srinagar District**”, from the Department of Government and Public Administration, Lovely Professional University, under the supervision of **Dr. Rajvinder Kaur**. This study will shed light on the impact of NGOs in Kashmir, issues faced by them and their future course of actions. This study will be highly beneficial to NGOs, Government and other stakeholders including future research scholars. Kindly provide me with candid response to the questions below. The information you provide will be treated in strict confidence.

Yours Sincerely

Bazila Shameem

Research Scholar (Ph.D.)

Lovely Professional University, Punjab.

e-mail: bazilahassan31@gmail.com

**Questionnaire****Section A: Demographics**

- 1) Name \_\_\_\_\_
- 2) Gender: Male  Female  Others
- 3) Age (Years): \_\_\_\_\_
- 4) Qualification: \_\_\_\_\_
- 5) Occupation: \_\_\_\_\_
- 6) Do you know about any NGOs working in your area? (Yes/No)  
If yes, Kindly Specify \_\_\_\_\_

**Section B: Education Sector**

The following set of statements relate to the dimension of **Education sector** on which NGOs have been working in Srinagar district. Kindly indicate your level of agreement using the given scale by putting a tick mark in the most appropriate cell against each statement that most accurately describes your position, opinion or situation (tick one box only):

‘SD’ = Strongly Disagree; ‘D’ = Disagree; ‘N’ = Neutral; ‘A’ = Agree and ‘SA’ = Strongly Agree.

S. No.	Statements	SD	D	N	A	SA
1.	I am of the opinion that the school infrastructure in my area has improved after the intervention of NGOs					
2.	I am of the opinion that sports and recreational facilities have also improved					
3.	Career counselling and guidance is also provided by NGOs in my area					
4.	NGOs in my area are working towards providing a safe teaching and learning environment in educational institutes					
5.	NGOs provide modern teaching learning aids to the educational institutes in my area					
6.	The school dropout rate has also decreased					
7.	The overall quality of education has improved in my area.					

**Section C: Health Sector**

The following set of questions relate to the dimension of **Health sector** on which NGOs have been working in Srinagar district. Kindly indicate your level of agreement using the given scale by putting a tick mark in the most appropriate cell against each statement that most accurately describes your position, opinion or situation

‘SD’ = Strongly Disagree; ‘D’ = Disagree; ‘N’ = Neutral; ‘A’ = Agree and ‘SA’ = Strongly Agree.

S. No.	Statements	SD	D	N	A	SA
1.	NGOs raise significant awareness related to disease control and health issues in my area					
2.	NGOs play a vital role in mental health awareness and prevention by providing counselling and referral services					
3.	NGOs organize free medical and blood donation camps					
4.	NGOs play a significant role in drug de addiction and rehabilitation services					
5.	NGOs raise awareness about immunization and various health schemes provided by government					
6.	NGOs provide material support related to hygiene and dignity					
7.	The overall health infrastructure has improved due to the efforts of NGOs					

**Section D: Women Empowerment**

The following set of questions relate to the dimension of **Women empowerment** on which NGOs have been working in Srinagar district. Kindly indicate your level of agreement using the given scale by putting a tick mark in the most appropriate cell against each statement that most accurately describes your position, opinion or situation

‘SD’ = Strongly Disagree; ‘D’ = Disagree; ‘N’ = Neutral; ‘A’ = Agree and ‘SA’ = Strongly Agree.

## Annexure I

S. No.	Statements	SD	D	N	A	SA
1.	NGOs have raised significant awareness related to gender-based violence and its prevention					
2.	NGOs provide livelihood opportunities by creating self-help groups for women and providing skill enhancement programmes (vocational training)					
3.	NGOs provide legal assistance to women who are victims of domestic and other social abuse					
4.	Marriage assistance in the form of mass marriages and monetary assistance is also provided by NGOs					
5.	Awareness related to the importance of education among women has increased after the intervention of NGOs					
6.	NGOs have worked in providing a social security net for widows					
7.	NGOs have helped in raising awareness about ill effects of child marriage					
8.	NGOs have led to engenderment of development by highlighting issues related to women rights and gender equality					

### **Section E: Economic Development**

The following set of questions relate to the dimension of **Economic development** on which NGOs have been working in Srinagar district. Kindly indicate your level of agreement using the given scale by putting a tick mark in the most appropriate cell against each statement that most accurately describes your position, opinion or situation

**‘SD’ = Strongly Disagree; ‘D’ = Disagree; ‘N’ = Neutral; ‘A’ = Agree and ‘SA’ = Strongly Agree.**

## Annexure I

S. No.	Statements	SD	D	N	A	SA
1.	Skill development is major area of focus in this area					
2.	NGO skill development programmes have increased livelihood opportunities in my area					
3.	Livelihood opportunities provided by NGOs has led to increased overall income generation					
4.	Increase in income due to the intervention of NGOs has improved my socio-economic status					
5.	NGOs raise awareness about various employment generation schemes of Government					
6.	NGOs promote entrepreneurship and self-employment opportunities					
7.	NGOs provide business assistance in terms of monetary and capital assistance (Raw material, tools etc.)					
8.	NGOs provide micro financial assistance to viable entrepreneurial ideas					
9.	NGOs provide advocacy services to economically weaker sections					
10.	NGOs work towards balancing the economic inequality in society					
11.	Your overall living standard has improved since the intervention of NGOs					

### **Section F: Problems Faced in Getting Assistance**

The following set of questions relate to the various **problems faced in getting assistance or aid from NGOs**. Kindly indicate your level of agreement using the given scale by putting a tick mark in the most appropriate cell against each statement that most accurately describes your position, opinion or situation

‘SD’ = Strongly Disagree; ‘D’ = Disagree; ‘N’ = Neutral; ‘A’ = Agree and ‘SA’ = Strongly Agree.

## Annexure I

S. No.	Statements	SD	D	N	A	SA
1.	Too many formalities					
2.	Partiality in aid distribution					
3.	Interference of community leaders					
4.	Interference of government officials					
5.	Inadequacy of aid					
6.	Short term relief					

Others \_\_\_\_\_

### 7: Overall opinion regarding performance of NGOs working in your area

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### 8: In your opinion, are there any specific areas in which you think NGOs should provide assistance?

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### 9: Any other suggestions for NGOs or Government?

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**Questionnaire for NGO staff**

**Dear Respondent:**

I am a Ph.D. scholar conducting research on “**A study of NGOs in socio economic development of Srinagar District**”, from the Department of Government and Public Administration, Lovely Professional University, under the supervision of **Dr. Rajvinder Kaur**. This study will shed light on the impact of NGOs in Kashmir, issues faced by them and their future course of actions. This study will be highly beneficial to NGOs, Government and other stakeholders including future research scholars. Kindly provide me with candid response to the questions below. The information you provide will be treated in strict confidence.

Yours Sincerely

Bazila Shameem

Research Scholar (Ph.D.)

Lovely Professional University, Punjab.

e-mail: bazilahassan31@gmail.com

**Section A: Demographics**

- 1) Name of NGO: \_\_\_\_\_
- 2) Registration status of NGO \_\_\_\_\_
- 3) Name of Employee: \_\_\_\_\_
- 4) Position in Organisation \_\_\_\_\_
- 5) Gender: Male  Female  Others
- 6) Age (Years): \_\_\_\_\_
- 7) Qualification: \_\_\_\_\_

**Section B: Role of NGOs in Socio-Economic Development**

The following set of statements relate to the dimension of **Education sector** on which NGOs have been working in Srinagar district. Kindly indicate your level of agreement using the given scale by putting a tick mark in the most appropriate cell against each statement that most accurately describes your position, opinion or situation (tick one box only):

‘SD’ = Strongly Disagree; ‘D’ = Disagree; ‘N’ = Neutral; ‘A’ = Agree and ‘SA’ = Strongly Agree.

*NGOs work in Education sector by providing the following services:*

S. No.	Statements	SD	D	N	A	SA
1.	Improve school infrastructure					
2.	Enhance sports and recreational facilities					
3.	Career counselling and guidance services					
4.	Safe teaching and learning environment in educational institutes					
5.	Training and development					
6.	Work on reducing school dropout rate					
7.	Improve overall quality of education					

The following set of questions relate to the dimension of **Health sector** on which NGOs have been working in Srinagar district. Kindly indicate your level of agreement using the given scale by putting a tick mark in the most appropriate cell against each statement that most accurately describes your position, opinion, or situation

‘SD’ = Strongly Disagree; ‘D’ = Disagree; ‘N’ = Neutral; ‘A’ = Agree and ‘SA’ = Strongly Agree.

**NGOs work in Health sector by providing the following services:**

S. No.	Statements	SD	D	N	A	SA
1	Raise awareness related to disease control and health issues					
2	Provide counselling and referral services for mental health awareness and prevention					
3	Organize free medical and blood donation camps					
4	Drug de addiction and rehabilitation services					
5	Raise awareness about immunization and various government health schemes					
6	Provide material support related to hygiene and dignity					

**NGOs work towards women empowerment by providing the following services:**

The following set of questions relate to the dimension of **Women empowerment** on which NGOs have been working in Srinagar district. Kindly indicate your level of agreement using the given scale by putting a tick mark in the most appropriate cell against each statement that most accurately describes your position, opinion, or situation

‘SD’ = Strongly Disagree; ‘D’ = Disagree; ‘N’ = Neutral; ‘A’ = Agree and ‘SA’ = Strongly Agree.

S. No.	Statements	SD	D	N	A	SA
1	Raise awareness related to gender-based violence and its prevention					
2	Livelihood opportunities for women(SHG)					
3	Skill enhancement programmes (vocational training)					
4	Legal assistance to women who are victims of domestic and other social abuse					
5	Marriage assistance in the form of mass marriages and monetary assistance					
6	Gender based education					
7	Social security net for widows					
8	Raise awareness about ill effects of child marriage					
9	Engenderment of development by highlighting issues related to women rights and gender equality					

## Annexure II

The following set of questions relate to the dimension of **Economic development** on which NGOs have been working in Srinagar district. Kindly indicate your level of agreement using the given scale by putting a tick mark in the most appropriate cell against each statement that most accurately describes your position, opinion, or situation

*NGOs work towards economic development by providing the following services:*

S. No.	Statements	SD	D	N	A	SA
1.	Livelihood opportunities					
2.	Income generation					
3.	Raise socio-economic status of people					
4.	Raise awareness about various entrepreneurship and employment generation schemes					
5.	Business assistance in terms of monetary and capital assistance (Raw material, tools etc.)					
6.	Micro financial assistance and formation of SHGs					
7.	Advocacy services to economically weaker sections					
8.	Balancing the economic inequality in society					

### **Section C: Parallel role of NGOs to Government**

The following set of statements are about the **parallel role of NGOs to Government** in Srinagar district. Kindly indicate your level of agreement using the given scale by putting a tick mark in the most appropriate cell against each statement that most accurately describes your position, opinion or situation (tick one box only):

**‘SD’ = Strongly Disagree; ‘D’ = Disagree; ‘N’ = Neutral; ‘A’ = Agree and ‘SA’ = Strongly Agree.**

## Annexure II

S. No.	Statements	SD	D	N	A	SA
1.	Government collaborates with NGOs in identification and planning of developmental programs					
2.	NGOs assist Government in the implementation of various schemes.					
3.	NGOs play a key role in strengthening local government organisations by organizing capacity building trainings, workshops and awareness programs.					
4.	NGOs play an important role in the identification and resolution of shortcomings in various government initiatives.					
5.	NGOs work towards the achievement of sustainable community development goals					
6.	NGOs assist governmental institutions reach out to marginalised and remote communities.					
7.	NGOs play a critical role in raising public awareness and mobilising support for various developmental programmes of Government.					
8.	NGOs actively participate in public policy advocacy.					
9.	Government collaborates with NGOs in providing emergency humanitarian assistance to those in need.					
10.	Government institutions provide easy access to the critical information needed by NGOs.					
11.	Government institutions provide material as well as monetary support to NGOs.					
12.	NGOs support the government in facilitating overall human development.					

**Section D: Challenges faced by NGOs during Program Planning and Program Implementation**

The following set of statements relate to the dimension of **Challenges faced by NGOs at Government and Community level** in Srinagar district. Kindly indicate your level of agreement using the given scale by putting a tick mark in the most appropriate cell against each statement that most accurately describes your position, opinion or situation (tick one box only):

‘SD’ = Strongly Disagree; ‘D’ = Disagree; ‘N’ = Neutral; ‘A’ = Agree and ‘SA’ = Strongly Agree.

**Challenges faced by NGOs during Program planning**

S. No.	Statements	SD	D	N	A	SA
1	There is a constant external pressure from Government to meet their expectations					
2	Government have high performance expectation from NGOs					
3	The staff of Government institutions is mostly reluctant to cooperate with NGOs					
4	NGOs face a lot of unnecessary scrutiny from Government					
5	Many a times conflict of interest arises between NGOs and Government institution.					
6	There is frequent interference of Government Officials in the working of NGOs.					

**Challenges faced by NGOs during program implementation**

S. No.	Statements	SD	D	N	A	SA
1.	There is lack of awareness at ground level regarding working of NGOs.					
2.	Community members are reluctant in sharing information with NGOs					
3.	The relationship between NGOs and communities suffer from a deep lack of trust					

## Annexure II

4.	Many a times conflict of interest arises between NGOs and Community members.					
5.	Communities over expect from the NGOs					

### Other Challenges faced by NGOs

S. No.	Statements	SD	D	N	A	SA
1.	NGOs are torn between subordination and independence, i.e., NGOs face autonomy issues.					
2.	There is external pressure from donors to meet their expectations					
3.	NGOs become complacent due to inadequacy of funds.					
4.	NGOs have to go through formalities for receiving funds					
6.	NGOs face excessive scrutiny due to acts such as FEMA and FCRA					

Office of Public Information Officer,  
in the Office of Deputy Commissioner, Srinagar  
Amar Niwas Complex, Tankipora Srinagar.

✓ Bazila Shameem  
D/o Ghulam Hassan Ahangar  
R/o 33, Bakshi Abad Bemina Srinagar  
Pin code-190018  
Contact No: 6006693625  
Email: bazilahassan31@gmail.com

No. DCS/SQ/RTI/2022/170

Dated: 27-10-2022

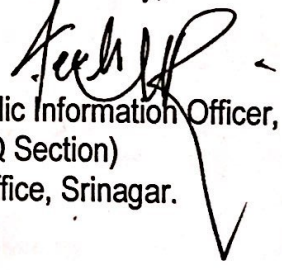
Subject: RTI application and reply thereof.

Bazila Shameem,

Kindly refer to your RTI application received by this office dated: 25-10-2022 seeking list of registered NGOs working in Srinagar district including International, National and Local NGOs.

The said information is not available in this office. As such you are requested to approach the appropriate authority/ PIO in terms of appropriate act or rule.

Yours faithfully,

  
Assistant Public Information Officer,  
(SQ Section)  
DC Office, Srinagar.



R/SB/ 22/10/20

David

APPLICATION UNDER RIGHT TO INFORMATION ACT 2005

This information isn't available with us. Communicate to PIO

TO  
THE PIO  
O/O THE DEPUTY COMMISSIONER, SRINAGAR  
SRINAGAR JAMMU KASHMIR PIN CODE- 180001

1	Name of the Applicant	BAZILA SHAMEEM
2	Father's Name	GH HASSAN AHANGAR
3	Communication Address	33, BAKSHI ABAD BEMINA SRINAGAR PIN CODE- 190018 Mobile : 6006693625, Email : bazilahassan31@gmail.com
4	Information Requested	

Dear Sir/Madam, Please provide me below information.

Kindly provide me certified copy of the list of registered NGOs working in Srinagar district including international, national and local NGOs. This is for research purpose only

Please intimate me for any additional payments to be made for above information.

**Note-** Information is sought to be provided by registered post only.

If whole information may not be provided, then it is requested to please provide me at least partial information as per the severability clause of section 10 of the RTI Act 2005.

*I request you to follow Section 7(3) of the RTI Act 2005 for providing information/providing with photocopies of supporting documents related to the information requested above.*

Below items (4.1 to 4.10) are for your kind information and consideration:

- 4.1 As per section 6(2) of the RTI Act 2005, "An applicant making request for information shall not be required to give any reason for requesting the information or any other personal details except those that may be necessary for contacting him."
- 4.2 As per section 6(3) of the RTI Act 2005, In case, the requested information is held by another public authority, I request the PIO to transfer the application or part of it within FIVE days and immediately inform me about such transfer.
- 4.3 As per section 7(1) of the RTI Act 2005, I request the PIO to provide the requested information within 30 days.
- 4.4 As per section 7(2) of the RTI Act 2005, In case of no decision received within 30 days, the PIO shall be deemed to have refused the request.
- 4.5 As per section 7(3) of the RTI Act 2005, In case, there are further fee required to provide the requested information, I request the PIO to inform me of the additional fee amount along with the calculations made to arrive at the amount.
- 4.6 As per section 7(8) of the RTI Act 2005, In case of rejection of my application, I kindly request you to provide the reason for such rejection and not just quote a section of RTI. Also, I request you to provide the details of Appellate authority.
- 4.7 As per section 7(9) of the RTI Act 2005, I request the PIO to provide the requested information in the form in which it is sought.

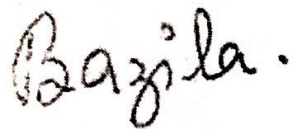


4.8 As per section 8(2) of the RTI Act 2005, "Notwithstanding anything in the Official Secrets Act, 1923 nor any of the exemptions permissible in accordance with sub-section (1), a public authority may allow access to information, if public interest in disclosure outweighs the harm to the protected interests."

4.9 As per section 10(2) of the RTI Act 2005, In case the requested information is exempt from disclosure by any other law, I request you to provide that part of the record which does not contain any information which is exempt from disclosure under RTI Act 2005. FYI: "The RTI Act has over-riding effect vis-à-vis other laws inasmuch as the provisions of the RTI Act would have effect notwithstanding anything inconsistent therewith contained in the Official Secrets Act, 1923, and any other law for the time being in force or in any instrument having effect by virtue of any law other than the RTI Act "

4.10 As per section 19(5) of the RTI Act 2005, "In any appeal proceedings, the onus to prove that a denial of a request was justified shall be on the Central Public Information Officer or State Public Information Officer, as the case may be, who denied the request"

Now, at the end, I may reasonably expect that, honorable PIO will honor the RTI Act and its clauses stated above while making decision on this RTI application so that, at least the wastage of time of higher authorities in further proceedings and Legal hassle could be avoided in appeal while discussing the same matter.

5	<b>Declaration:</b> I state that information sought does not fall within the restrictions contained in the Section 8 & 9 of the Act and to best of my knowledge it pertains to your office and I am a citizen of India.
6	<b>Date:</b> 12-10-2022   (BAZILA SHAMEEM)
7	<b>Enclosures:</b> 1. IPO Ref No. 59F 424247