

HR Practices in Context of Public Grievances for Indian Rural Areas a Study based on Delhi Jal Board

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Abstract—HR Practices in context of public Grievances for Indian Rural Areas

A Study based on Delhi Jal Board.

The study provides an in-depth review of HR Practices in context of Public Grievances for Indian rural areas. This is the study based on Delhi Jal Board. My study covers eight villages of south Delhi. Tehkhand Village, Tughlakabad Village, Badarpur Village, Tigri Village, Khanpur, Sangam vihar, Pul Pehladpur Village, Deoli Village. It approaches public grievances held by Delhi Jal Board.

Delhi Jal Board and Delhi water board is the primary service provider of water supply and sewage services in Delhi Jal Board (DJB) is the government agency responsible for supply of potable water to the most of the National Capital Territory region of Delhi, India. Delhi Jal Board was constituted on 6 April 1998 through an Act of the Delhi Legislative Assembly incorporating the previous Delhi Water Supply and Sewage Disposal Undertaking. DJB is also responsible for treatment and disposal of waste water.

Prior to this Act the above function were interested with earth while Delhi Water Supply and Sewage Disposal Undertaking. The Board shall also be bound to supply to the New Delhi Municipal Council, Delhi Cantonment Board and Military Engineering services, at the place or places at which immediately before the commencement of this Act, the Delhi Water supply & Sewage Disposal Undertaking constituted under the Delhi Municipal Corporation Act, 1957.

However in the current institutional structure the urban water supply and sewerage sector suffers from institutional financial and fiscal deficiencies, which need to be addressed. This topic is selected to study and analyze the role of Human Resource Practices in Delhi Jal Board in context handling public grievances for rural areas. The problems facing by the public for shortage of water supplies, water billing and various purposes. How these public grievances can be resolved.

Keywords: Human resource practices, Delhi Water board, Rural Areas.

1. INTRODUCTION

RURAL AREAS

In general, a **rural area** is a geographic area that is located outside cities and towns. The Health Resources and Services Administration of the U.S. Department of Health and Human

Services define the word "rural" as encompassing "all population, housing, and territory not included within an urban area. Whatever is not urban is considered rural."

Typical rural areas have a low population density and small settlements. Agricultural areas are commonly rural, though so are others such as forests. Different countries have varying definitions of "rural" for statistical and administrative purposes

Rural areas are also known as 'countryside' or a 'village' in India. It has a very low density of population. In rural areas, agriculture is the chief source of livelihood along with fishing, cottage industries, pottery etc. The quest to discover the real rural India still continues in great earnest. Almost every economic agency today has a definition of rural India. Here are a few definitions: According to the Planning Commission, a town with a maximum population of 15,000 is considered rural in nature. In these areas the panchayat takes all the decisions. There are five people in the panchayat. The National Sample Survey Organization (NSSO) defines 'rural' as follows:

- An area with a population density of up to 400 per square kilometer,
- Villages with clear surveyed boundaries but no municipal board,
- A minimum of 75% of male working population involved in agriculture and allied activities.

RBI defines rural areas as those areas with a population of less than 49,000 (tier -3 to tier-6 cities). It is generally said that the rural areas house up to 70% of India's population. Rural India contributes a big chunk to India's GDP by way of agriculture, self-employment, services, construction etc. As per a strict measure used by the National Sample Survey in its 63rd round, called monthly per capita expenditure, rural expenditure accounts for 55% of total national monthly expenditure. The rural population currently accounts for one-third of the total Indian FMCG sales

India has a base of more than 15 million agriculture consumers, constituting nearly 10% of the total consumer base. However, this consumer base has significant contribution to the country's connected load; The CEA's general statistics for FY 2008 has estimated agriculture connected

Load in the country at more than 66,000 MW, contributing nearly 19% to the country's connected load. Most of the feeders connecting agriculture consumers also have rural domestic and commercial consumers in the system and with agriculture connections mostly unmetered, makes it difficult for distribution utilities and the state regulators to ascertain actual consumption by these categories.

It influences the loss calculations and resultant subsidy estimations.

Moreover, in the existing supply deficit scenario, utilities resort to supply restrictions on the agricultural feeders. Such supply restrictions severely impact the supply and quality to the associated rural consumer base and hence the overall socioeconomic growth in the rural areas.

Delhi Jal Board, which is responsible for supplying water in the Delhi region and also for water treatment and waste disposal in the capital. Delhi Jal Board (DJB) is the government agency responsible for supply of potable water to the most of the National Capital Territory region of Delhi, India. Delhi Jal Board was constituted on 6 April 1998 through an Act of the Delhi Legislative Assembly incorporating the previous Delhi Water Supply and Sewage Disposal Undertaking. DJB is also responsible for treatment and disposal of waste water.

For over 5 decades, Delhi Jal Board has been meeting the needs of potable water for the National Capital Territory of Delhi. The population of Delhi has seen phenomenal growth and has crossed the figure of 140 lacs, apart from the floating population of 4 to 5 lacs. Through systematic planning and implementation, the Board has ensured average availability of 50 gallons filtered water per capita per day for the residents of Delhi, through a network of about 9000 km of water mains/lines. Production of water during 2003-2004 was around 670 MGD; raw water is obtained from various sources like the river Yamuna, Bhakra Storage, Upper Ganga Canal, and Ground Water.

2. CHARACTERISTICS OF INDIAN RURAL AREAS

1. The village communities are smaller in area than the urban communities. As the village communities are smaller and population is also low.
2. The density of population is low; the people have intimate relationships and face to face contacts with each other. In a village everyone knows everyone.
3. Agriculture is the fundamental occupation of the rural people and forms the basis of rural economy. A farmer has to perform various agriculture activities for which he

needs the corporation of other members. Usually these members are from his family. Thus the member of the entire family shares agricultural activities.

4. The rural people are in close contact with nature as most of their daily activities revolve around the natural environment. This is the reason why a ruralite is more influenced by nature than an urbanite. The villagers consider land as their real mother and they depend on it for their food, clothing and shelter.
5. The village communities are homogenous in nature. Most of their inhabitants are connected with agriculture and its allied occupations, though there are people belonging to different classes.
6. Social stratification is a traditional characteristics based on caste. The rural society is divided into various strata on the basis of caste.
7. The frequency of social interaction in rural areas is comparatively lower than in urban areas. However, the interaction level possesses more stability and interaction in the primary groups. The family fulfills the needs of the members and exercises control over them. It is the family which introduces the members to the customs, traditions and culture of the society. Due to limited contacts they do not develop individuality and their viewpoint towards the outside world is very narrow, which makes them to oppose any kind of violent change.
8. The degree of social solidarity is greater in villages as compared to urban areas. Common experience, purposes, customs and traditions form the basis of unity in the villages.
9. Another characteristics feature of the rural society is the joint family system. The family controls the behavior of the individuals. Generally the father is the head of the family and is also responsible for maintaining the discipline among members.
10. Many anthropologists, who have studied the Indian villages, argue that rural families in India are class dominated. Some of the families that are based on clan ties are nomad of Kalbelia and Gadulia. In the opinion of Irawati Karve, Caste is an extension of Kin and Clan. Though in present times rural family is divided, the basic relationships originate from clan relations.
11. Generally all the work in a rural family is distributed among its members; it is not that they are only confined to fields and agricultural operations. Usually the work is distributed on the basis of sex and age distinctions. According to A.R.Desai, work is distributed among them mainly on the lines of age and sex distinctions.
12. There is greater discipline and inter dependence among the members of the rural family. In the absence of adequate public provisions, a rural family serves as an educational institution and a hospital to cater to the educational and health needs of its members.

In the rural family an exhilarating atmosphere is created by the babbling talk of the children, the love between brothers and sisters, and the fun and frolic of the elders. In this way it naturally plays the role of a club.

Delhi Jal Board

Delhi Jal Board was constituted through an Act of Delhi Legislative Assembly on 6th April 1998. It has been meeting the needs of potable water in the National Capital Territory of Delhi for more than five decades. Delhi Jal Board has been able to supply pure and wholesome filtered water to the capital city of India which has grown phenomenally to the present population of more than 160 lakh. Delhi Jal Board is committed for the augmentation of water supply in Delhi and has taken many steps in this direction. Delhi Jal Board has ensured average availability of 50 gallons per capita per day of filtered water through an efficient network of water treatment plants, booster pumping stations and about 9000 kms of water mains & distribution system.

The annual per capita income in Delhi at current prices in 2014-15 is anticipated to increase to ₹2,40,849 as per advance estimates of Gross State Domestic Product (GSDP) which is 2.7 times higher than the per capita income at national level.

The Regular Budget of Government of NCT of Delhi for the current year 2014-15 was approved by the Parliament on July 18, 2014 for 36,766 crore. It includes Plan Expenditure of 16700 crore, centrally Sponsored Schemes of 1000 crore and Non-Plan Expenditure of 19066 crore. during the current financial year 61% of plan budget was utilized by February, 2015 and Revenue Receipts of the Government have also declined. Accordingly, I propose to reduce the Plan Size to 15,450 crore, Non-Plan Expenditure to 18,440 crore and Centrally sponsored Schemes to 900 crore in the Revised Estimates 2014-15. In the Non-Plan Expenditure, ₹4751 crore is for payment of interest and principal to Government of India. Besides, it includes 2380 crore as devolution of taxes and 1291 crore as share of Stamps & Registration Fee and Motor Vehicle Tax to Local Bodies. Provision of 1083 crore for Delhi Transport Corporation to meet its operating deficit and cost of concessional passes and 351 crore towards power and water subsidy to domestic consumers are also included in the Non Plan Expenditure.

Human Resource at a macro level indicate the sum of all the components (like skill, creative ability) possessed by all the people. The purpose of HRM is to ensure that the employees of an organization are used in such a way that the employer obtains the greatest possible benefit from their abilities and the employees obtain both material and psychological rewards from their work.

3. HUMAN RESOURCE MANAGEMENT

HRM cannot be defined in isolation but it has to be defined according to its political, economic and social context: thus it

is acceptable to have variations, its definitions and use. Human Resource at the organization level includes all the component resources of all employees from rank and file to top level management. So it includes the resource of all people who contribute their services to the attainment of organizational goals. Human resource plays the crucial role in the present economy. It is often felt that through the exploitation of natural resources availability of natural final resources and international aid play prominent roles in the growth of modern economies, none of these factors is more significant than efficient and committed manpower.

Human resources management is concerned with the personal policies, managerial practices and system that influence the workforce. In broader term, all the decisions that affect the workforce of the organization concern the HRM function. The activities involved in HRM function are pervasive throughout the organization. Line managers typically spend more than 50% of their time for Human resource activities such as hiring, evaluating, discipline and scheduling employees.

Human resource management specialists in the HRM department help organizations with all activities related to staffing and maintaining an effective workforce. Major HRM responsibilities include work design and job analysis training and development, recruiting, compensation, team building, performance management and appraisal, worker health and safety issues, as well as identifying and developing valid methods for selecting staff. HRM department provide the tools, data and processes that are used by line managers in the human resource management component of their job. Edwin Filpoo defines HRM as planning, organizing, directing, controlling of procurement. Development, compensation, integration, maintenance and separation of human resources to the end that individual organizational and social objectives are achieved.

4. HR PRACTICES AT DELHI JAL BOARD

1. There is a complaint helpline no. to register any type of complaints.
2. Everywhere for the convenience of people there have been installed automatic reader water meters.
3. There is water meter security for all connections of domestic, commercial, and industrial category water meters. Water meters shall be installed by the board against deposit of meter security.
4. Water meter testing- in case a consumer apprehend that his meter is running faster or faulty he can contact ZRO concern and get his meter tested after making application and payment of testing fees.
5. There is supply of water tankers on account of non availability of water due to leakage/bursts in water lines or any faults in the system. Zonal engineers responsible to supply the water tanker within three hours of complaints.

6. Disconnection of water connection on request from the consumer within 15 days on deposit of disconnection fees.
7. View/Print latest bill
8. View balance amount
9. Print last receipt

5. OBJECTIVE OF STUDY

To study effectiveness of the public grievances cell and its implications on the people residing in rural areas.

6. LITERATURE REVIEW

Researchers have worked a lot on the development of Delhi Jal Board in rural and urban areas of Indian states. But “Human resource practices in context of Delhi Jal Board for grievance handling in rural areas” remained neglected.

Balmuri Satysgrao [1] “Survey related to DJB issues in Indian rural areas.” It shows the level of consumer satisfaction with the services offered by the distribution (2014).

Lokendra Pal singh, Ravinder Singh Bhatia and Dinesh Kumar Jain. [2]”HR driven turnaround at North Delhi Delhi jal board”. It shows India as a basis for class discussion rather than to illustrate either effective.

[3]A study of conflict modes adopted in Delhi development authority and Delhi Jal Board

[4]Delhi water supply & sewerage project–project preparation final report. Delhi Water & sanitation summary of institutional situation and reform initiatives.

7. HYPOTHESIS

H1: HR practices play an important role in improving the public grievances of water in south Delhi rural areas.

Ho: HR practices do not play an important role in improving the public grievances in south Delhi rural areas.

8. RESEARCH METHODOLOGY

The study is conducted by using both analytical and descriptive type of methodology of secondary data. Secondary data shall be collected from reports, published government documents, newspaper clippings, websites, books, journals and magazines.

9. CONCLUSION

HR practices are a challenge to improve the public grievances of water in Indian rural areas of south Delhi.

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