

## Introduction:

### Social Welfare Department

The Government of Karnataka, through Social Welfare Department, formulated various programmes and schemes for the upliftment of Scheduled Castes and Scheduled Tribes (hereafter mentioned as SC & ST) especially for their socio-economic and educational advancement.

Today, the Commissioner of Social Welfare takes care of the welfare of Scheduled Castes and the Director of Tribal welfare takes care of the welfare of Scheduled Tribe people at the State level. (As per 2001 Census, the total population of Karnataka State is 5.29 crores, of which SC and ST constitute about 86 lakhs and 35 lakhs respectively). The percentage of SC and ST population of the State is 16.20% and 6.6% respectively. The literacy rate among SC is 52.90% and ST is 48.31% as against the general literacy of 67.04%).

To meet the objectives of the social welfare department nearly 10920 people are working towards the upliftment of SC & ST people in the state. This number is not sufficient to meet the 22.80% peoples demands. Department people face various challenges to reach organizational goal. Administrative Training Institute, Mysore proactively has taken up capacity building activities to provide need based training. On 4<sup>th</sup> January 2013 a one day Training Needs assessment workshop was conducted. About 15 officers and employees participated and shared their experience and needs. Following issues were discussed in the workshop.

- Clarity in Role & Responsibility
- Issues and challenges in the department
- People skill and knowledge related to the administration and management.
- Performance Gaps at various levels

- Departmental needs and people's expectations
- Organizational Goal and individual Strength, Weakness, Threat & opportunities were discussed.

## About Social Welfare Department

### Scheduled Caste Development Department

The constitution of India in its preamble states that the state shall "secure to all its citizens justice-social, economic and political. " This means that the Scheduled Caste people shall be given as much facilities as are required for their development and to ensure socioeconomic justice and to prevent at all cost the centuries old deprivation and violation of Rights.

### As per Constitution of India - Scheduled Castes

As per Article 366(24) Scheduled Caste means such castes, races or tribes or parts of or groups within such castes races or tribes as are deemed under Article 341 to be Scheduled Castes for the purposes of this Constitution:

As per Article 341 of the Constitution of India:

1. The President may with respect to any State or Union territory, and where it is a State after consultation with the Governor thereof , by public notification, specify the castes, races or tribes or parts of or groups within such castes, races or tribes which shall for the purposes of this Constitution be deemed to be Scheduled Castes in relation to that State or Union territory, as the may be.
2. Parliament may by law include in or exclude from the list of Scheduled Castes specified in a notification issued under clause (1) any caste, race or tribe or part of or group within any caste, race or tribe, but save as aforesaid a notification issued under the said clause shall not be varied by and subsequent notification.

In the Constitution many safeguards have been incorporated Under Article 15(4) and Article 46, State has been asked by the Constitution to make special provision for their socio-economic advancement and to protect them from all forms of exploitations. In other words whatever schemes formulated either by state state or

central government is done by Constitutional mandate. So the people engaged in the implementation of such schemes are doing not only an executive function but also a constitutional function.

### **Vision Statements**

The socio-economic and educational development and empowerment of Scheduled Caste people is the vision of the Scheduled Caste Development Department.

### **Mission Statement**

As per the mandate of the constitution innovative schemes for the educational, economic and social development of Scheduled Caste people will be formulated and implemented to bring them at par with the mainstream of the society. The department is designed in such a way so as to deliver speedy, efficient and transparent service to the members of the SC Community.

The Constitution of India provides certain special Constitutional safeguards for the welfare of Scheduled Castes and Scheduled Tribes and other weaker sections of the population, so that they could take their rightful place in community. As citizens of the Republic of India, they are fully entitled to certain rights and privileges, which were denied to them in the past on the ground of Caste system and the practice of Untouchability. Keeping in view, the Constitutional mandate, The Government of Karnataka, through Social Welfare Department, formulated various programmes and schemes for the upliftment of Scheduled Castes and Scheduled Tribes (hereafter mentioned as SC & ST) especially for their socio-economic and educational advancement from the year 1956 onwards.

To implement various schemes and programmes, both Central and State Government provide funds. Though some of the schemes are funded either wholly or partly by the Central Government through the Special Central Assistance, Centrally sponsored Schemes under Special Component Plan and Tribal Sub Plan, majority of the schemes are funded and implemented by State Government alone.

The schemes are implemented broadly at three different levels, one at State level (Social Welfare Commissionerate), other at District level (Zilla Panchayat) and few at the Taluk Panchayat level. These schemes cover the main priority sectors; Education, Employment, Housing, Irrigation, etc.

### **ORGANISATIONAL STRUCTURE**

The department of Social Welfare was established during the year 1956, vide Govt. Order No. SS-4009-SRD-2-56-1 dated 18-10-1956. The very purpose of starting the department is for the welfare of Scheduled Castes/Scheduled Tribes/ Other Backward Classes/ Women and Children. At present, the Department of Social Welfare is taking care of the welfare of Scheduled Castes only

#### **Administrative Setup:**

The Administrative setup of the department has got three levels

1. State Level
2. District Level
3. Taluk Level

#### **1. State Level:**

At the State Level, the Commissioner of Social Welfare is functioning as the Head of the Department ..

#### **2. District Level:**

All the Programmes of the Social Welfare Department at the District Level are being implemented by the Zilla Panchayats. The District Social Welfare Officer is Head of Social Welfare at the District Level and he will assist the Chief Executive Officer of Zilla Panchayat in implementing the Social Welfare Programmes.

### **3. Taluk Level:**

Taluk Social Welfare Officer is the Head of the Taluk Social Welfare Office and he will work under the control of taluk Panchayat and assist the Executive Officers, Taluk Panchayat and District Social Welfare Officer of the District for the implementation of Departmental Schemes.

## **Social Welfare Department Major Schemes**

The Social Welfare Department implements various schemes for the upliftment of poor and three important sections are as mentioned below.

- a. Education Development Programmes
- b. Economic Development Programmes
- c. Social Development Programmes

### **A. Educational Development Programmes**

The educational development programmes are the major activity of Scheduled Castes in Social Welfare Development Department. In addition to this, the department is also giving assistance to students of low income groups belonging to backward classes and weaker section. The schemes under this heading can be grouped into the following manner.

1. Assistance to pre primary to Scheduled Castes Students
2. Pre-matric and post matric concessions to Scheduled Castes Students
3. Reservation of seats in educational institutions
4. Pre-matric hostels to accommodate students studying in standard 5 to 10
5. Post matric hostels to accommodate students studying for post matric courses
6. Special incentives to Scheduled Castes students who get 60 % or above marks in SSLC & post matric courses
7. Book Bank scheme for students studying in professional courses.

8. Tutorial system for students who failed in SSLC, Higher Secondary and degree Courses.
9. Educational concessions to parallel college students
10. Educational concession to Scheduled Caste students studying in self financing colleges
11. Educational concessions to students of ITI and Vocational Institutions
12. Better education scheme with residential facilities
13. Financial assistance to children of those who engaged in unclean occupation
14. Sports Hostel to impart training in sports and games to talented SC/ST Students
15. Model Residential Schools to impart education to bright students
16. Imparting coaching to appear for civil service through IAS coaching centers
17. Assistance for Centre of Excellence for skill development
18. Pre Examination Training Centers.
19. Entrance coaching (Medical /Engineering)
20. Assistance for subsidized hostels.

## **B. Economic Development Programmes**

1. Self employment schemes for educated unemployed SC Youths.
2. Apprenticeship to certificate holders of ITI, Eng. Degree & Diploma so as to develop their skill in the trade in which they acquired technical qualifications
3. Advocate grants
4. Free legal aid facilities and related programmes.

## **C. Social Development Programmes**

1. Housing grant to houseless scheduled castes
2. Interest free housing loan
3. Financial assistance to inter caste married couples
4. Commemoration of temple entry proclamation

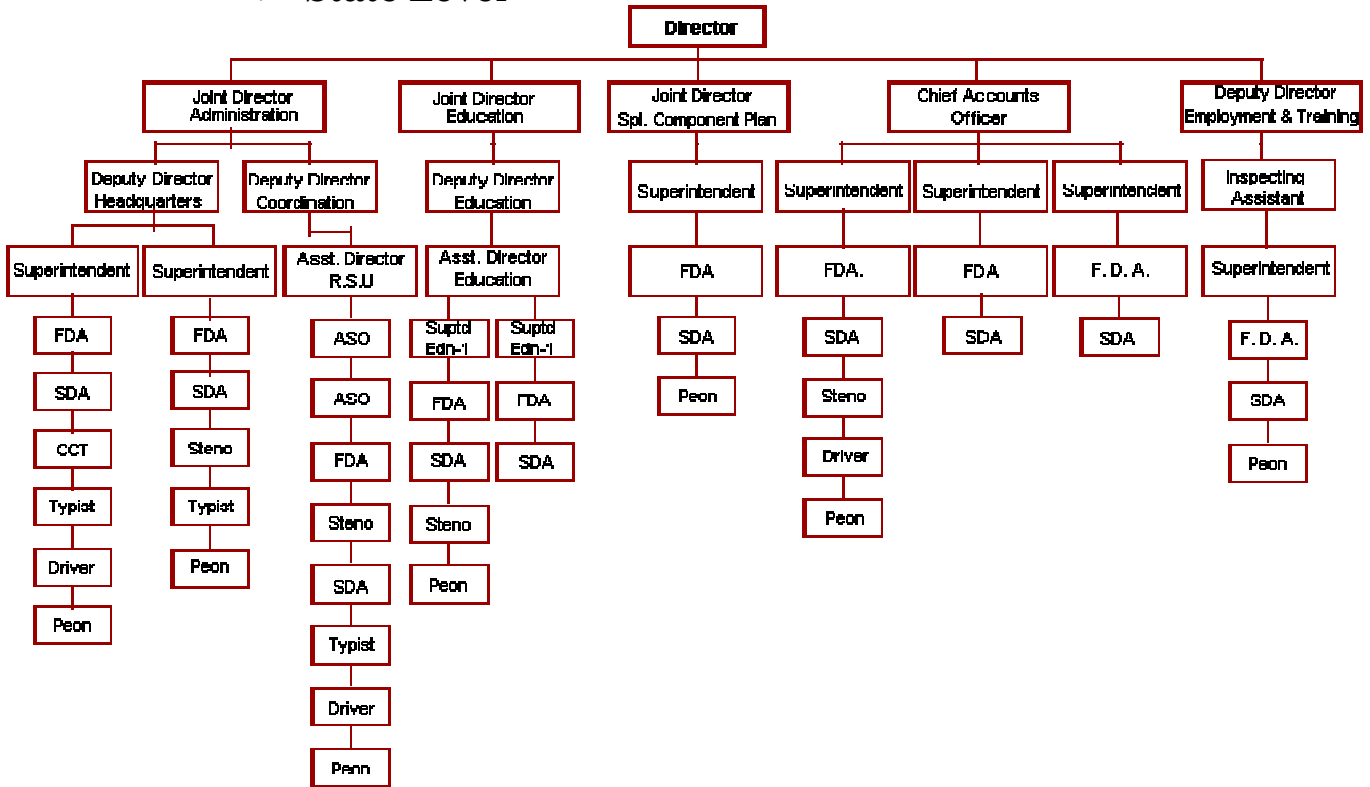
5. Payment of financial assistance from Hon'ble minister's distress relief fund to persons who rare suffering from incurable diseases.
6. Financial assistance for the publication of Books written by authors belonging to Scheduled Castes community
7. Rehabilitation of victims of Atrocities
8. Purchase of Agricultural land
9. Advocates Grant.
10. Related other schemes.

**profile :**

SN	Designation	Group	Sanctioned in Numbers
1.	Joint Director Deputy Director District Social Welfare Officer	Group A	49
2.	Taluk Social Welfare Officer	Group B	178
3.	FDA/SDA	Group C	3741
4.	Hostel Wardens		1714
5.	Other	Group D	6952
		<b>Total</b>	<b>12634</b>

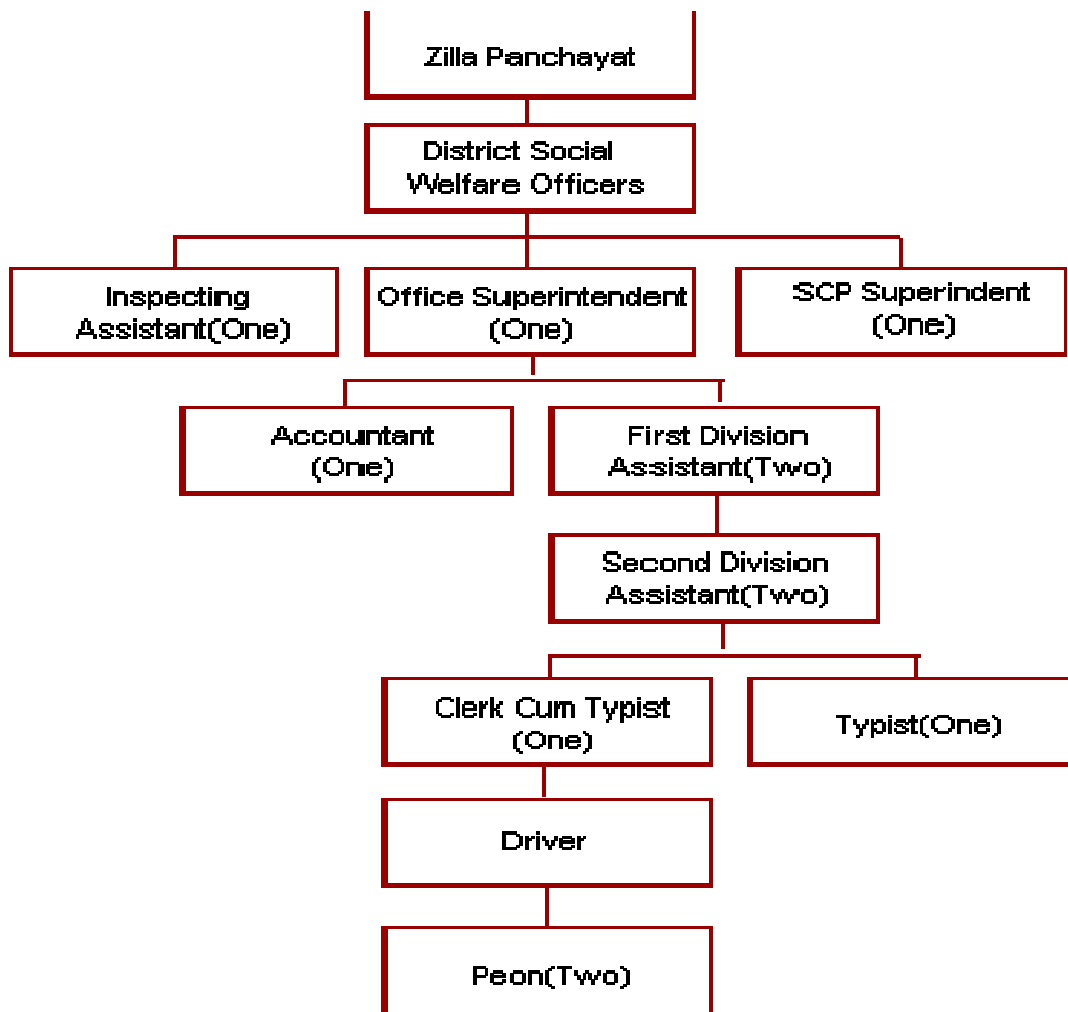
# Organizational Chart

## ➤ State Level

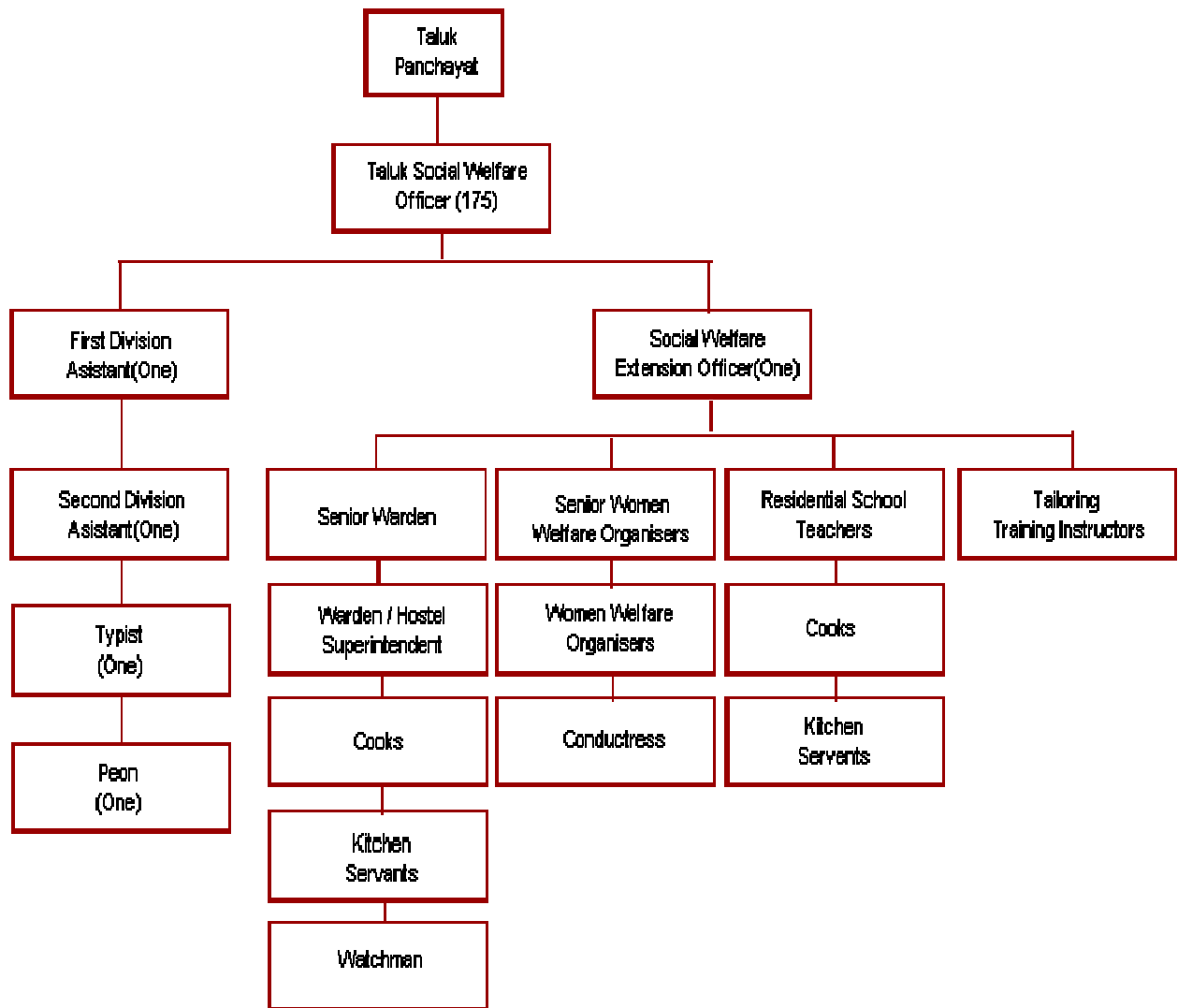




➤ District Level



➤ Taluk Level



## Job Profile

<b>Group A &amp; B</b>		
<b>Required Skills</b>		
<b>Designation</b>	<b>Professional Skills</b>	<b>Functional Skills</b>
<b>Social Welfare Department Commissioner</b>	<b>Policy, Planning Implementation, Monitoring, Evaluation, Coordination &amp; Cooperation with Department &amp; Other Departments.</b>	<b>Leadership Quality Personality Development Innovations Skills Guiding and Encouraging Department New Plan Programmes.</b>
<b>Joint/ Deputy Commissioner</b>	<ul style="list-style-type: none"> <li>• KCSR, Audit, Accounts, CCA</li> <li>• Disciplinary rules, Computer training</li> <li>• Office Procedure</li> <li>• RTI</li> <li>• KGSC Act &amp; Rules</li> <li>• Finance Management</li> <li>• Public Private Partnership</li> <li>• Enforcement of Reservation Policy</li> <li>• Enforcement of Act &amp; Rules</li> <li>• Monitoring and Evaluation of Policy Matters</li> <li>• Assist the Commissioners in the Matters related to Administration, Scheme Implementation, Acts and Rules</li> <li>• Supervision of Works/Staff of the Concerned Section</li> <li>• Monitoring and Evaluation of Policy Matters</li> <li>• To Supervise the Work of TSWO and Guide Them</li> <li>• Hostel Management</li> <li>• To Supervise all Social Welfare Institutions of the District</li> </ul>	<ul style="list-style-type: none"> <li>❖ Personality Development</li> <li>❖ Computer Skills</li> <li>❖ Stress Management</li> <li>❖ Team Building</li> <li>❖ Time Management</li> <li>❖ Communication Skills</li> <li>❖ Public Relationship Skills</li> </ul>
<b>District Social Welfare Officer</b>		
<b>Taluk Social Welfare Officer</b>		

<b>Group C</b>		
<b>Designation</b>	<b>Professional Skills</b>	<b>Functional Skills</b>
<b>Account Superintendent</b>	<ul style="list-style-type: none"> <li>• <b>Office Procedure</b></li> <li>• <b>CCA</b></li> <li>• <b>Finance Management</b></li> <li>• <b>Audit &amp; Accounts</b></li> <li>• <b>RTI</b></li> <li>• <b>Conduct Rules</b></li> <li>• <b>KGSC Act &amp; Rules</b></li> <li>• <b>Student Welfare</b></li> <li>• <b>Approach to Need a People</b></li> <li>• <b>Programme Implementation</b></li> <li>• <b>Documentation</b></li> </ul>	<ul style="list-style-type: none"> <li>❖ <b>Personality Development</b></li> <li>❖ <b>Computer Skills</b></li> <li>❖ <b>Stress Management</b></li> <li>❖ <b>Team Building</b></li> <li>❖ <b>Time Management</b></li> <li>❖ <b>Communication Skills</b></li> <li>❖ <b>Public Relationship Skills</b></li> <li>❖ <b>Coordination &amp; Cooperation with the Department, Staffs, &amp; beneficiary.</b></li> </ul>
<b>Hostel Warden</b>		
<b>FDA</b>		
<b>SDA</b>		
<b>Typist</b>		

**SWOT**

:

<b>STRENGTH</b>	<b>WEAKNESS</b>
<ul style="list-style-type: none"><li>• people in the organization exhibit good Leadership quality</li><li>• Experience in handling departmental issues related all schemes, Acts and procedures</li><li>• Taluk Social welfare officers and District social welfare officers are well experience and love to face the challenges in every day.</li><li>• Moral support and guidelines easily available through supervision</li></ul>	<ul style="list-style-type: none"><li>• relocation and endearment is used very rarely</li><li>• Promotion opportunities are not used properly</li><li>• Lack of communication skills in every step of the system</li><li>• Promotional opportunities were not used properly</li><li>• no adequate staff</li><li>• Lethargies attitude</li><li>➤ hostel management skills are not used properly</li><li>➤ Fear of failure and due to the over works and shortage of staff (vacant post)</li></ul>
<b>OPPORTUNITY</b>	<b>THREATS</b>
<ul style="list-style-type: none"><li>➤ Great opportunities are there to feel satisfy in working</li><li>➤ Better opportunities to create good working environment</li><li>➤ Department people easily can common public and educate about the department schemes.</li><li>➤ availability of Local support is more</li></ul>	<ul style="list-style-type: none"><li>➤ Not interested in staying hostel</li><li>➤ Over burden with work and no incentives will lead to poor motivation and down the moral of the people in the organization</li><li>➤ Interference of the local elected representative create panic in the department</li></ul>

## **ENVIRONMENTAL, MOTIVATIONAL AND BEHAVIORAL** **FACTORS**

### **Environmental Factor:-**

- Establishing control room at the District and Taluk-level to have better communication with the hostels.
- Access control should be strengthened with technical gadgets.
- Transport facilities to be provided for the students to move from hostel to schools and vice-versa.
- Accommodations at hostels should be re-examined / reviewed.
- Deficiencies of supporting staff i.e. cook's, W/C's, SWPRS and washer men at different locations of the hostels needs to be reviewed.

### **Motivational Factor:-**

- Untidy and unhygienic atmosphere in hostel rooms as well as in the dinning hall.
- No proper co ordination between staff and students.
- Non maintenance of equipments provided to the hostels.
- No recreational facilities available with the hostels.
- Non maintenance of the infrastructure.

### **Behavioral Factor:-**

Re-orientation training programmes for the hostel wardens and all other staff related to hostel management.

- Knowledge of computer training and other technical gadgets for the wardens and all other staff related to hostel management for sending situation reports and mails regularly to the higher formations.
- Conducting of seminars among the students to create awareness about the various schemes for their welfare.
- Conducting workshops for the staff as well as for the students to frame rules and regulations for maintaining the decorum and discipline in the hostels at ground level.
- Installation of video conferencing system at hostels.
- Contingency plans should be prepared.

## Functional Analysis of the Department

### EDUCATIONAL SCHEMES

Education takes the top priority in the developmental programmes of the Social Welfare Department.



The literacy rate among SC's is quite low. In order to increase the literacy levels and to make SC children educated the Department is implementing several Educational Schemes. Therefore hostel Facilities is very important for students.

## **HOSTELS**

In rural areas students living in remote villages find it difficult to continue education, as they have to travel long distance to attend schools and colleges. Therefore, it results in dropouts. Majority of the SC families are very poor and are unable to provide required facilities for the education of their children. Therefore, in order to extend good facilities to the students and to discourage dropouts and also in order to educate and empower SC boys & girls, the Government is running several Pre-Matric and Post-Matric hostels throughout the State. In addition to this, several voluntary agencies are also encouraged to run hostels where ever necessary, by giving them only food charges, building rent and honorarium to the staff. These are called Grant-In-Aid Hostels.

## **ADMISSIONS**

Admissions to all hostels are made through a selection committee at the Taluk level. The Taluk level committee is as follows,

1. MLA of the constituency - chairman
2. Executive Officer of Taluk Panchayat- Member
3. Thasildhar of the Taluk-Member
4. Block Education Officer- Member
5. Medical Officer of the local Government Hospital- Member
6. Taluk Social Welfare Officer- Member Secretary





•	<u>PRE-MATRIC HOSTELS</u>
•	<u>GRANT-IN-AID TO PRE-MATRIC HOSTELS</u>
•	<u>POST-MATRIC HOSTELS (COLLEGE HOSTELS)</u>

### SCHOLARSHIPS

In addition to the educational schemes implemented for the welfare of SC student award of Scholarships constitutes an important aspect of Social Welfare Department. Award of scholarships was introduced as an incentive to encourage and facilitate students for further studies. Such scholarships are being awarded from I standard till the completion of their studies to all SC students. These scholarships include

•	<u>INCENTIVE SCHOLARSHIPS FROM I TO IV STD. STUDENTS.</u>
•	<u>INCENTIVE SCHOLARSHIPS TO HIGH SCHOOL GOING GIRLS.</u>
•	<u>PRE-MATRIC SCHOLARSHIPS.</u>
•	<u>MERIT SCHOLARSHIPS.</u>
•	<u>POST-MATRIC SCHOLARSHIPS (GOI)</u>
•	<u>PRE-MATRIC SCHOLARSHIPS TO THE CHILDREN OF THOSE PARENTS WHO ARE ENGAGED IN UN-CLEAN OCCUPATION.</u>

•	<u>STATE POST-MATRIC SCHOLARSHIP.</u>
•	<u>PRIZE MONEY TO MERITORIOUS STUDENTS.</u>
•	<u>CASH PRIZE FOR RANK HOLDERS.</u>
•	<u>FINANCIAL ASSISTANCE TO SC, M.Phil and PhD STUDENTS IN KARNATAKA.</u>
•	<u>BOOK BANK SCHEMES</u>
•	<u>EXTRA STUDY TOUR CHARGES.</u>
•	<u>FINANCIAL ASSISTANCE TO THE SC STUDENTS WHO ARE SELECTED BY THE FOREIGN UNIVERSITIES FOR HIGHER EDUCATION.</u>

### SUMMARY OF THE RECOMMENDATIONS

There is an immediate need of the conducting of training programmes of personnel on the following:-

#### **Training Needs:-**

- Re-orientation training programmes for the hostel wardens and all other staff related to hostel management.
- Knowledge of computer training and other technical gadgets for the wardens and all other staff related to hostel management for sending situation reports and mails regularly to the higher formations.
- Conducting of seminars among the students to create awareness about the various schemes for their welfare.
- Conducting workshops for the staff as well as for the students to frame rules and regulations for maintaining the decorum and discipline in the hostels at ground level.
- Installation of video conferencing system at hostels.
- Contingency plans should be prepared.

#### **Non – Training Needs:-**

The non-training needs are required to be addressed immediately.

- Establishing control room at the District and Taluk-level to have better communication with the hostels.
- Access control should be strengthened with technical gadgets.
- Transport facilities to be provided for the students to move from hostel to schools and vice-versa.
- Accommodations at hostels should be re-examined / reviewed.
- Deficiencies of supporting staff i.e. cook's, W/C's, SWPRS and washer men at different locations of the hostels needs to be reviewed.

**MANAGEMENT OF TNA FOR PRE METRIC AND POST METRIC  
HOSTELS**

<b>Sub:- 1</b>	<b>Client</b>	1 District Social Welfare Officer,
3	<b>Project to be analyzed</b>	Management of TNA for Pre and Post Metric Hostels
4	<b>Aims of The Project</b>	<ol style="list-style-type: none"> <li>1. To create awareness among the Students about the objectives.</li> <li>2. To make the workers to realize to understand the objectives of the project.</li> <li>3. To equip the staff with technical knowledge for the better, speedy work and office procedures.</li> </ol>
5	<b>Responsibility and Authority of client</b>	<ol style="list-style-type: none"> <li>1. Supervisory agency for timely utilization of funds allotted by the State Govt.</li> <li>2. Work in close collaboration and effective supervision for executing the funds.</li> <li>3. Supply of food as per standards.</li> </ol>
6	<b>Institutional Involvement</b>	1. An agreement for consultancy, meeting with client as well as the supporting staff.

		<p>2. Permission to access relevant information's/documents.</p> <p>3. Security clearance for consultancy at field formations.</p> <p>4. Funding for consultancy and training needs.</p>
7	<b>Aims and Objectives</b>	The aim of the consultancy is to carry out performance evaluation of the client organization's role in Social Welfare activities to ascertain the constraints for probable performance problems and suitable remedies may be given to the client including training/non-training parts.
8	<b>Who will be involved</b>	<p><b>Client organization</b></p> <p>1. District Social Welfare Officer / Staff.</p> <p>2. Taluka Social Welfare Officer.</p> <p>3. Wardens of Hostels and others.</p> <p>4. Students residing in Hostels.</p>
9	<b>Role and Responsibility of the client, stakeholders and beneficiaries</b>	<p>1. Conducting of regular visits by consultancy team.</p> <p>2. Permission to examine the records if required.</p> <p>3. Permission to get information if required.</p> <p>4. Permission to interact with stakeholders/staff etc.</p> <p>5. Confidential decorum should be maintained while carrying out discussion/sharing information.</p>

The main objectives of establishing hostels are:-

1. Providing good residential facilities.
2. Providing good quality of food.
3. Educational improvement.
4. Providing good health.
5. All round personality development through sports and other cultural activities

- ❖ There are total 85 hostels in the district for both pre-metric and post-metric, where 75% of S.C students and 25% of S.T students.
- ❖ Results in the pre-metric hostel Is better compare to the results of the post-metric hostels.
- ❖ Demotivational attitude of the warden
- ❖ Lack of the technical knowledge among the staff of the D.S.W.O.
- ❖ Though there are 14 computers in the in office only three members can operate computer.
- ❖ There is no dearth of money in the department.
- ❖ There is fund; there are functions but only deficiency with functionaries.
- ❖ Joint account with the C.E.O and D.C.
- ❖ Tendering system from the state for the procurement of food items.

On the next day that is on 25.06.2012 at around 11.30hrs the team visited one post-metric hostel for boys where students of medical and engineering students resides ,two pre-metric girls hostels and one professional ladies hostel.

In the above hostels discussed various issues with the staff deployed from the D.S.W.O and also with the students of the hostel .The following data has been collected from the post-metric hostel for boys where students of medical and engineering students reside.

- ❖ There is a pucca and permanent building, with 14 rooms, with 6 cots in each room .Thereby 84 students can reside comfortably but in the existing building 106 students are residing with great difficulties.
- ❖ Warden of the hostel informed that there are about 106 students in the hostel, they have been selected through the central selection committee

❖ The Govt of India has sanctioned the national Merit Scholarship for the meritorious students. The different scholarships are:-

- |                                     |                    |
|-------------------------------------|--------------------|
| 1. Medical and Engineering students | Rs 1200/=per month |
| 2. PG students                      | Rs 820/= per month |
| 3. Degree students                  | Rs570/=per month   |
| 4. PUC                              | Rs380/= per month  |

In addition to this state Govt. sanctions extra amount of Rs 30/=to the PG students, Rs280 for Degree students and Rs470 for the PUC students. Each student will get on an average of Rs 850/=per month and per student.

- ❖ There are three cooks in the hostel.
- ❖ The menu chart is displayed in the dining hall.
- ❖ Hostel is very badly maintained.
- ❖ There is no cleanliness and hygiene in the hostel.
- ❖ Warden has no control over the students
- ❖ There is no co-ordination and co-operation between the warden and the students.
- ❖ There is no access control at the entrance of the hostel.
- ❖ Only one water purifier is there that is not sufficient for 100 students
- ❖ Solar heater is there but not in working condition.

#### **Interaction with the Students of the hostels:-**

The following are the outcomes of interaction with the students.

- ❖ There are 14 rooms with six cots each where 84 students can reside comfortably, where as 106 students are residing with great difficulty
- ❖ Students are facing problems in getting their admission tickets and marks cards due to non- payment of their fees through Taluk social welfare office

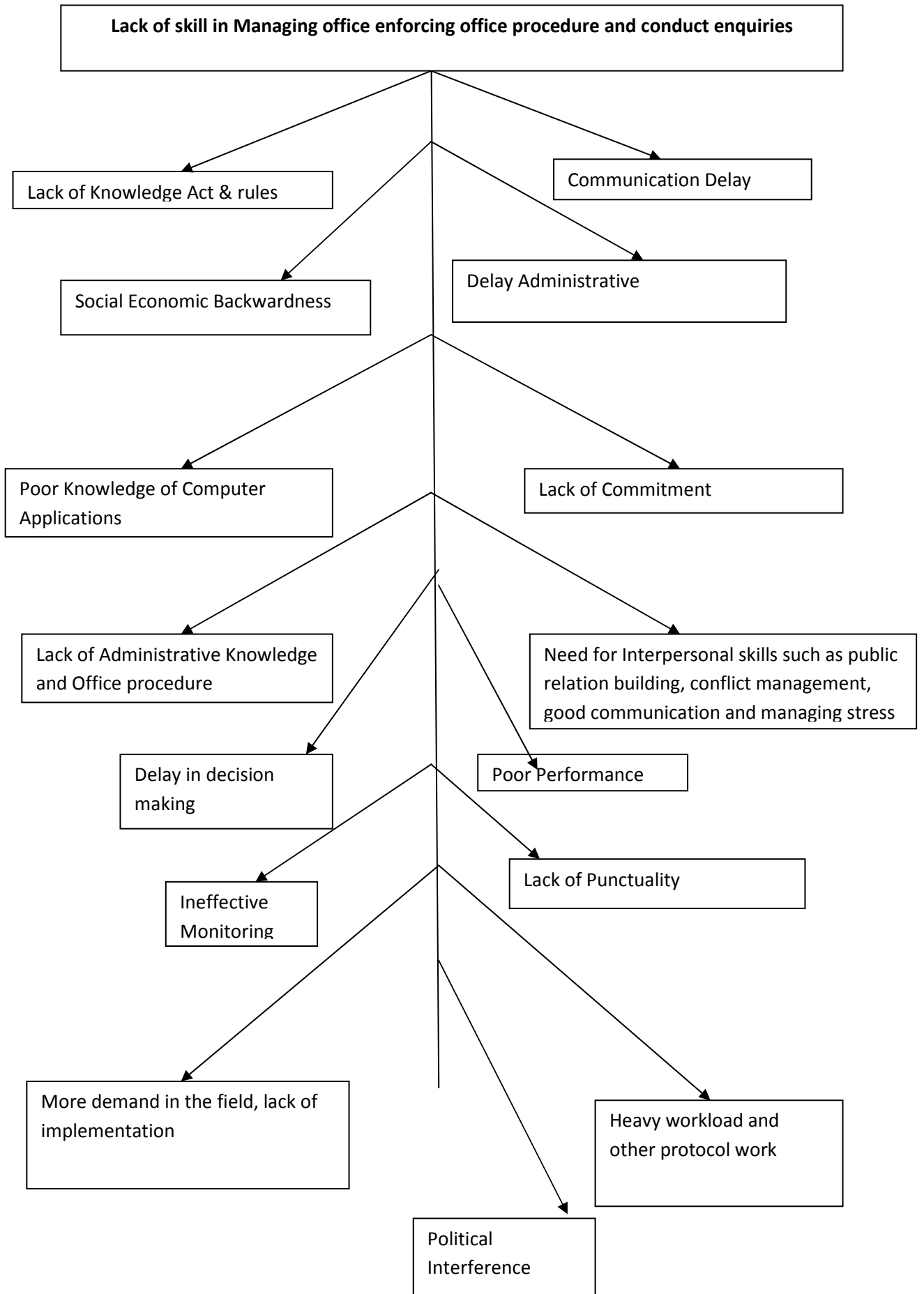
- ❖ Only one water purifier is there for 106 students
- ❖ Solar heater is not in a working condition
- ❖ Frequent power shut downs
- ❖ Menu card is strictly followed but the quality is not maintained
- ❖ Menu card is not revised

### **Social welfare department hostel pest analysis:**

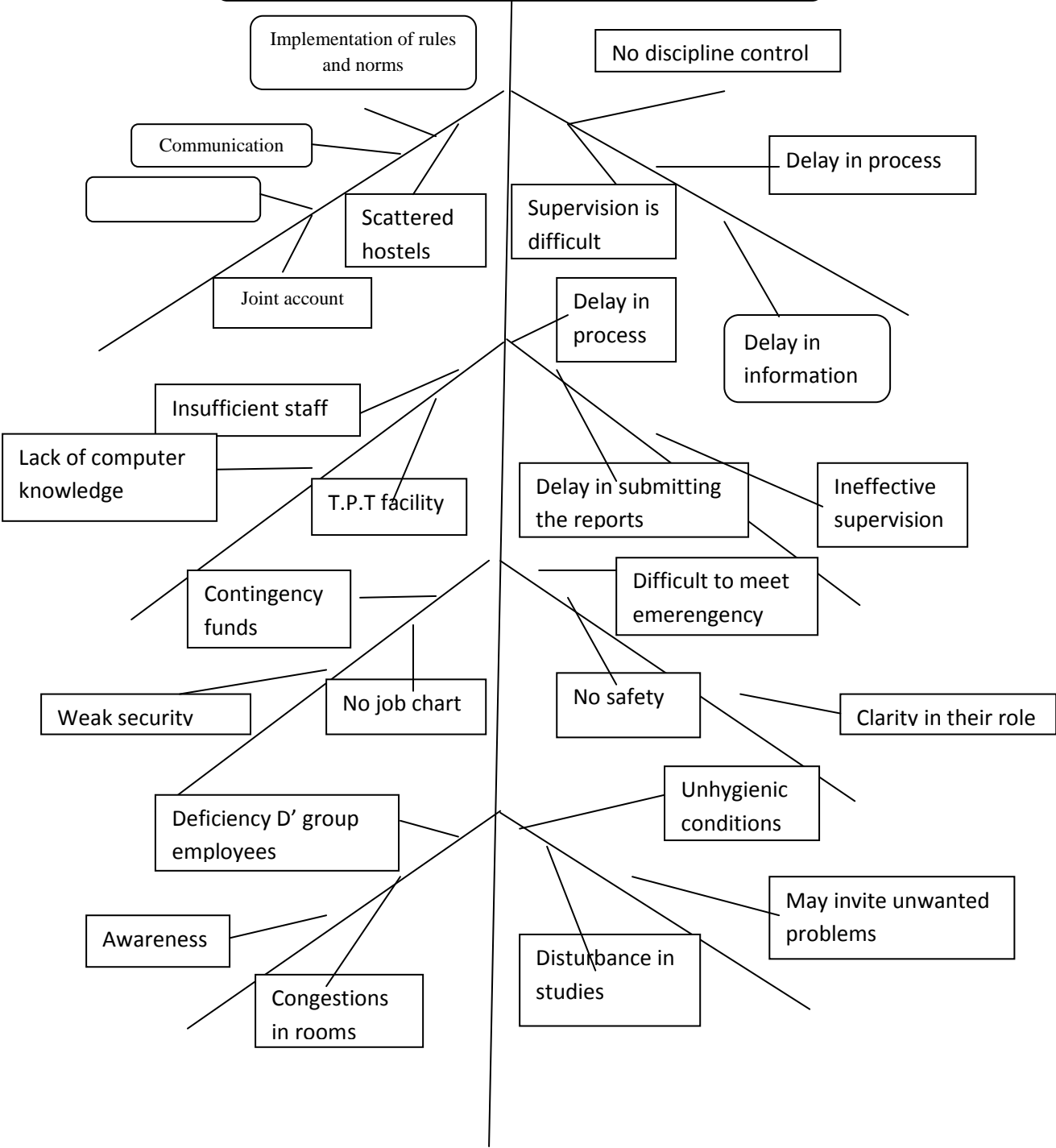
- ❖ **POLOTICAL CLIMATE:** There are 85 hostels spread throughout the districts and in the Mysore Taluk spread within the radius of 5 kilometers from the Taluk office. All the hostels are located in the habitat area and in the office area Schools are close by to the hostels [not more than 3 kilometers]
- ❖ **ECONOMIC CLIMATE:** It is a good welfare scheme for the upliftment of the scheduled cast/tribes under various programmes and funds for the implementation of the schemes providing infrastructure, logistic support, education and scholarships are provided by the center as well as the state government
- ❖ **SOCIAL CLIMATE:** Since it is the governed by the state as well as the central government, no privatization is recommended. The students are from the low income family, most of the parents are ignorant and illiterate the families need interaction through the seminars by the D.S.W.O.
- ❖ **TECHNOLOGICAL CLIMATE:** Improper knowledge of technical gadgets provided with the hostels for upgrading the information about the students and maintaining the records/data pertaining the administrative work and other aspects.



# CAUSE AND EFFECT ANALYSIS



# Management of Hostels



## PERFORMANCE REPORT FORM

1. The identified performance problems are listed as under:-

- a) Lack of familiarization of norms by the hostel staff and the students.
- b) Non-availability of suitable infrastructure for hostels to avoid congestions.

### **Performance Problems:-**

**Lack of familiarization of norms by the hostel staff and the students.**

### **Symptoms of Problem:-**

- (a) Unhygienic conditions of the hostels.
- (b) Poor conditions of dining halls.
- (c) Poor maintenance of buildings.
- (d) Deficiency of staff.

### **Causes of The Problem:-**

- 1. Improper deployment of staff at field level.
- 2. Lack of knowledge on improved technology.
- 3. Inadequate power supply.
- 4. Transport facility for the students is not available.
- 5. Inadequate infrastructure.

### **Training Implications**

Re-orientation training programmes for the hostel wardens and all other staff related to hostel management.

Knowledge of computer training and other technical gadgets for the wardens and all other staff related to hostel management for sending situation reports and mails regularly to the higher formations.

Conducting of seminars among the

### **Non-Training implications**

Establishing control room at the District and Taluk-level to have better communication with the hostels.

Access control should be strengthened with technical gadgets.

Transport facilities to be provided for the students to move from hostel to schools and vice-versa.

Accommodations at hostels should be re-examined / reviewed.

<p>students to create awareness about the various schemes for their welfare.</p> <p>Conducting workshops for the staff as well as for the students to frame rules and regulations for maintaining the decorum and discipline in the hostels at ground level.</p> <p>Installation of video conferencing system at hostels.</p> <p>Contingency plans should be prepared.</p>	<p>Deficiencies of supporting staff i.e. cook's, W/C's, SWPRS and washer men at different locations of the hostels needs to be reviewed.</p>
--	--

## PERFORMANCE REPORT FORM

<b>Performance Problems:-</b> Non availability of suitable infrastructure for hostels to avoid congestions.	
<b>Symptoms of Problem:-</b> (a) Congestion in rooms. (b) No recreation facility. (c) Physical security measures are in inadequate. (d) Poor maintenance.	
<b>Causes of The Problem:-</b> 1. Over crowded and demonization. 2. Paucity of space, no entertainment 3. No access control. No standard parameter wall. 4. Inhygenic conditions.	
<b>Training Implications</b>	<b>Non-Training implications</b>
Re-orientation training programmes for the hostel wardens and all other staff related to hostel management. Conducting workshops for the staff as well as for the students to frame rules and regulations for maintaining the decorum and discipline in the hostels at ground level. Installation of video conferencing system at hostels. Contingency plans should be prepared.	Establishing control room at the District and Taluk-level to have better communication with the hostels. Access control should be strengthened with technical gadgets. Accommodations at hostels should be re-examined / reviewed. Deficiencies of supporting staff i.e. cook's, W/C's, SWPRS and washer men at different locations of the hostels needs to be reviewed.

## **DESIGN BRIEF**

From the performance report one of the performance problem identified is lack of competence on Project Implementation Monitoring and Evaluation. This tool is used to conclude the TNA consultancy and start a training design process. There should be separate design brief for each of the performance problems.

**Client** : District Social Welfare Officer, Mysore

**Context** :

The facilities of hostels for pre-metric and post-metric hostels for both girls and boys had been introduced by the government for the upliftment of S.C/S.T especially for their socio-economic and educational advancement. In addition to the educational schemes implemented for the S.C students and award of scholarships constitutes an important aspects of social welfare department.

The implementation of the schemes is delayed due to the deficiency of staff deployed with the hostels.

**Performance Problem** :

Inability to implement the schemes for improvement of infrastructure and logistic support in the hostels.

**Training Needs** :

Re-orientation training programmes

Training in computer knowledge and other technical gadgets .

Organizing of seminars among the students.

Conducting workshops for the staff as well as for the students.

Installation of video conferencing system at hostels.

Contingency plans should be prepared.

**Non-Training Implications:**

Establishing control room at the District and Taluk-level.

Access control should be strengthened with technical gadgets.

Transport facilities to be provided for the students..

Re-examined / reviewed accommodations at hostels should be.

Deficiencies of supporting staff.

**People to be Trained:**

The staff, wardens support staff and students.

**Constraints :**

Lack of support from Departmental Training Institutes

Deputation of trainees

Lack of skilled Trainers.

Funding .

**Aim of Training :-**

The training will enable the staff of social welfare office, especially the wardens associated with the hostels to be trained for implementing the Sops, monitoring and evaluation.

**Outcomes :-**

The staff will be able to execute their responsibilities in a systematic way for the betterment and improvement in hostels activities.

## Brief Course Design

**Client:** Commissioner , Social Welfare Department

**Name of the Course:** Management Development Programme

**Context:** Training Course is to provide is required Administrative and Managerial skills for the A & B officers. TO sensitize & orient them for effective 7 efficient administration and management of Social Welfare Department as well as for delivering good service for beneficiary.

**Performance Problem:** Improper general management of Social Welfare department day to day functions.

**Trainees:** Senior Officers from State level, District level, Taluk level officers ( A & B only)

**Aim:** The Aim of the training course is to provide the required Administrative & Managerial skills for the A & B officers of Social Welfare Department.

**Objective:** The officers will be able to:

1. Enhance their managerial and administrative capacity.
2. Acquire additional and necessary skills to manage the administration of better way.
3. Understand KCSR, CCA, conduct rules, disciplinary proceedings, office procedures, Karnataka Finance Code, maintenance of records, cash book, registers etc.
4. Understand the basics of total Social Welfare Management and delivery systems.
5. Inculcate a sense of responsibility and service motto among them.

**Content:**

- CCA
- KCSR
- KFC/KTTP
- The Karnataka SC/St/OBC Act 1990 & Rules 1992
- POA 1989 Act & Civil Rights Enforcement Act.



- RTI Act & RTE Act
- Computer Skills
- Inspection of Unit Offices
- Scheduled tribes and Other forest dwellers Act 2005
- Court Procedures
- Inspection of Works Procedure to be followed
- Preparation of Estimates to Works & third Party Inspections.
- Management Development Programmes
- Stress Management
- Communication Skills.

### Training Methodology:

The training course will be based on:

- Lectures cum Discussions
- Case studies
- Interactive and Participatory methods.
- Field Visit – Exposure Visit
- Group work – Activity based
- Film Show.
- Quiz
- FAQ
- Subject Expert Interaction.

**Media:** LCD With Computer, White board with markers , Reading material with

Local language case studies & Best practice.

**Trainers:** In house faculty of ATI/DTI's

**Assessment:** Internal & External Assessment

**Constraints:**

**Trainees:** All the Senior Officers not attending the course at a time it be difficult.

**Budget:**

Department as to plan for the training budget allocation. Related to budget department as to take care of the training budget plan every year.

**Benefits:**

Expect better management & administration of Social welfare Department.

**Help the need a beneficiary in the department.**

<b>Training Plan : Group A &amp; B</b>		
<b>Day</b>	<b>Sessions</b>	<b>Topics</b>
<b>Day - 1</b>	I & II	CCA, KCSR & Office Procedure
	III & IV	Change Management Understanding Self
	V & VI	Building effective Team Communication Skills
<b>Day - 2</b>	I & II	Public Private Partnership
	III & IV	KCSR : Record Management
	V & VI	The Karnataka SC/St/OBC Act 1990 & Rules 1992CCA; Scheduled tribes and Other forest dwellers Act 2005; RTE Act
<b>Day - 3</b>	I & II	Sakal & RTI
	III & IV	Finance Management Tender & Budgeting , KTPP Act
	V & VI	HRMS
<b>Day - 4</b>	I & II	Communication Skills
	III & IV	Hostel Management
	V & VI	Stress management, Time Management
<b>Day - 5</b>	I & II	Right to Education
	III & IV	Court Procedures
	V & VI	Group Activities & Presentation

**List of Participants from the department**

**REPORT ON ADMISSION, ATTENDANCE AND RELEASE OF PARTICIPANTS**

<b>SL. NO</b>	<b>NAME, DESIGNATION AND OFFICE ADDRESS</b>
<b>1</b>	<b>2</b>
<b>1.</b>	<b>Sri. M. R. Chandrashekara Murthy</b> Joint Director (education) o/o Commissioner for Social Welfare, 5 <sup>th</sup> floor, M.S. Building, K.R. Circle, Bangalore. Ph: 9481785597 , 08022353759 , 08023217960
<b>2.</b>	<b>Sri. Chandranaik U</b> Deputy Director ( E&T), Social Welfare Department, 5 <sup>th</sup> Floor, M.S. Building, Bangalore. Ph: 9480843013 , 08022353760 Email: <a href="mailto:ddet.com@gmail.com">ddet.com@gmail.com</a> , <a href="mailto:naikcu@gmail.com">naikcu@gmail.com</a>
<b>3.</b>	<b>Sri. Lakshman Nayak</b> District Officer BCM, District Office, Backward Classes and Minority Department, Mandya. Ph: 9845477902
<b>4.</b>	<b>Sri. J. Venkatesh</b> TSNO, TSWO Office, Govt. PU College Road, New Extension , K.R.Puram, Bangalore Urban 560036 Ph: 9880245726 , 25615051 Email: <a href="mailto:tdwoblore@gmail.com">tdwoblore@gmail.com</a>
<b>5.</b>	<b>Sri. K. R. MadhuRao</b> Dist. Manager , Karnataka Minorities Development Corporation, Ltd. Rama Vilasa Road, Mysore, Ph: 9448390948 , 2430080
<b>6.</b>	<b>Sri. A. Puttaraju</b> District Officer, Minority Dept., # 337, Syad Building, 3 <sup>rd</sup> Cross , Masidi Road, Shubas Nagar, Mysore – 570007, Ph: 9448666827
<b>7.</b>	<b>Sri. G. S. Somashekhar</b> Taluk Social Welfare Officer, Taluk Social Welfare Office, Metikuppe Road, H.D.Kote, Mysore District., Ph: 9480843174 , 08228255680 Email: <a href="mailto:tswohdkote@gmail.com">tswohdkote@gmail.com</a>
<b>8.</b>	<b>Smt. Bharathi C. R.</b> , T.S.W.O T.S.W.O Office, K.R. Nagar, Mysore District-23, Ph: 08223264049
<b>9.</b>	<b>Smt. Saraswathi</b> Taluk Social Welfare Officer; Taluk Social Welfare Office Nanjangud, 5 <sup>th</sup> Cross, Infront of Minchu Clinic, Mysore District. Ph: 9480843178 , 08221227876 Email: <a href="mailto:tswotswongud@yahoo.in">tswotswongud@yahoo.in</a>
<b>10.</b>	<b>Sri. E. V. Venkataravana Reddy</b> District Social Welfare Officer DSWO Office, Mandya District, Mandya. Ph: 9742795384, 08232277320 Email: <a href="mailto:ewreddy.dsw@gmail.com">ewreddy.dsw@gmail.com</a>

<b>11.</b>	<b>Sri. Shivakumar C</b> Social Welfare Officer Taluk Social Welfare Office, Mysore. Ph: 9620052052 Email: <a href="mailto:shivakumar.cs@gmail.com">shivakumar.cs@gmail.com</a>
<b>12.</b>	<b>Smt. Anitha V Madlur</b> TSWO, Taluk Social Welfare Office, Bangalore North Taluk, Yelahanka, New Town, Bangalore-62 Ph: 9243388835 , 08028461351 , 08023288835, Email: <a href="mailto:tswdbl.north@gmail.com">tswdbl.north@gmail.com</a>
<b>13.</b>	<b>Sri. Chandrashekar P</b> District Manager , Karnataka Minority Development Corporation Mandya – 571401 Ph:9448445972 , 08232220186
<b>14.</b>	<b>Dr. Nataraju</b> DSWO, o/o District Social Welfare office, Bangalore Rural District Ph: 9448227410 Email: <a href="mailto:dswoblrorerural@gmail.com">dswoblrorerural@gmail.com</a>
<b>15.</b>	<b>Sri. Srinivasa</b> T.S.W.O, o/o the taluk Social Welfare Office, Nelamanagala, Nelamangala Taluk . Ph: 9480843056 , 2277172 Email: <a href="mailto:tswonel@gmail.com">tswonel@gmail.com</a>

Course Coordinator