



Technology Resource
Communication and
Service Centre

Strategic Plan

2023 -2027



Technology Resource Communication and Service Centre

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INTRODUCTION

Technology Resource Communication and Service Center (TRCSC) was formed in the year 2002 by a group of development professional as a civil society organization (CSO) and registered under the Indian Trust Act 1860 on 27th November 2004 in Jamshedpur, East Singhbhum of the state of Jharkhand. Subsequently it got registered under IT Act, FCRA, Niti Aayog, and other regulatory bodies of government.

Since its inception, TRCSC has been trying to intervene to irradicate barriers of development in its operational area. As the major portion of the organization’s intervention is in the districts of Kolhan area in Jharkhand, which is naturally arid and mostly dominated by the tribal population, TRCSC’s focus has remain on the key problems of the local community –

- a) lack of food security, which directly affects health and nutrition, especially of children and women;
- b) extremely low agricultural yield due to the erratic rainfall, lack of irrigation facilities, soil erosion, and absence of the knowledge and practice of advanced agriculture techniques;
- c) non-conducive social environment for child protection and development, which is testified by the high rate of child marriage, child trafficking, and child labour;
- d) low priority for basic education that leads to low school retention and high rate of school drop-outs;
- e) lack of livelihood and career opportunities, which leads to very low productivity and household income; and
- f) poor state of local governance and service delivery mechanism that leads to mass unawareness regarding the entitlements of government welfare schemes and its denial;

Focusing on the aforementioned issues, TRCSC works on different projects. These projects include Health & Nutrition, Child Protection, Rights & Development, Adolescent Empowerment, Basic & Quality Education, Promotion of Agri-Horticulture, Natural Resource Management, Livelihood & Entitlements, Career Counselling & Technical Skills Training, Local Self-Governance, and Promotion of Community Based Organizations.

The interventions of these projects are programmatically target the primary stakeholders of local community, such as women and children, adolescents and youth, small and marginal farmers, especially of the tribal and backward communities. Beside this, for building the conducive environment as well as convergence, this organization endeavours to work among the secondary stakeholders as elected representatives, and the frontline service providers and

government officials. The foundation of all these endeavours rests on the ideological belief and practice of empowering the community, so that they can be able to work for itself towards achieving the developmental goals. This organization only works as motivators, community organizer, technical support providers and as a catalyst in development process.

Presently, TRCSC is working in 3 districts, i.e., 1) Purbi Singhbhum, 2) Paschim Singhbhum, and 3) Seraikela-Kharsawan in Kolhan region of Jharkhand, through financial and technical collaboration with government departments / agencies / institutions, national and international donor agencies, and different CSR bodies.

As a social development organization, TRCSC envisages to expand its developmental interventions beyond its present geographical area of work. It might be other districts of Jharkhand or the neighbouring states of West Bengal and Odisha.

Now, considering the past experiences, acquired knowledge and expertise, and the aspiration, this Strategic Plan Document for 5 years (2023–2027) has been developed through several discussions with the stakeholders at all levels, workers, and the management team, with a hope that it will help this organization to grow and provide a glimpse of future actions to all associates and supporters.

VISION

Creation of a just society, where the people will live in harmony, with assured facilities of basic needs through participatory holistic development towards transformation into confident and self-reliant citizenship.

MISSION

To empower the women, children, adolescents, youths, small and marginal farmers, and strengthening community-based organizations through capacity building, participatory planning, implementation, monitoring and learning process, with special emphasis on food and nutrition, basic education, health, natural resource management, livelihood promotion, gender equity, entitlements and protection.

OBJECTIVES

- ✚ To reduce hunger, malnutrition, poverty through integrated farming, land and water management, skill development, information dissemination and awareness generation;
- ✚ To enhance capacity and cooperation among the community-based organizations, so that basic rights and entitlements are ensured;
- ✚ To promote functional literacy, education, training and entrepreneurship opportunities for the children, adolescents, youth, women, and farmers;
- ✚ To create employment opportunities through individual or group-based micro-enterprises; particularly in the field of processing Agri-horticulture, animal husbandry, fishery etc.;
- ✚ To generate awareness on community health, water and sanitation, climate change, disaster management, gender equity, and foster community initiatives for holistic development; and
- ✚ To organize action research, do documentation and dissemination, and service support to the community-based organizations and civil society organizations.

STRATEGIC APPROACH

TRCSC works to strengthen the local self-governance system (Gram Sabha and Gram Panchayat) and the community-based organizations as SHGs, JLGs, FPOs, Youth Clubs, etc. by engaging them from the very initial phase of all projects. It also tries to utilize and strengthen the existing infrastructure and mechanism, be it of government or non-government in nature, instead of promoting parallel structure. Besides, efforts are given to develop and be a part of larger network / alliances of CSOs / agencies, engaged in similar developmental works. TRCSC believes that this strategy, which is based on the participatory approach, is most helpful in making all its developmental efforts as well as the impact sustainable in long term.

STAKEHOLDERS

As an organization, having multi-pronged approach for all of its projects and program, TRCSC has identified its stakeholders at different levels, though they collectively attribute to greater goal.

Primary	Secondary	Tertiary
<ul style="list-style-type: none"> • Children; • Adolescents; • Youth; • Women; • Small and marginal farmers; • Landless people; 	<ul style="list-style-type: none"> • Parents; • Teachers; • Frontline service providers; • Gram Sabha / Panchayat representatives; • Community leaders; • Social influencers; 	<ul style="list-style-type: none"> • Government policymakers; • Administrators; • Network partners; • Support agencies;

However, the primary stakeholders mostly belong to the economically weaker households, socially marginalized and tribal communities.

THEMATIC AREAS OF INTERVENION

At present, TRCSC has been working in the following thematic areas –

- a) Natural Resource Management;
- b) Promotion of Agri-Horticulture;
- c) Livelihood & Entitlements;
- d) Child Protection, Rights & Development;
- e) Health & Nutrition;
- f) Basic & Quality Education;
- g) Adolescent Empowerment;
- h) Career Counselling & Technical Skills Training;
- i) Local Self-Governance; and
- j) Promotion of Community Based Organizations;

Various projects and program are being implemented in the abovementioned thematic areas and for making its interventions effective as well as sustainable, over the past years TRCSC has developed a dedicated efficient team of workers and a robust strategy. However, the strategies and implementation methodology of all programs are simple and very straightforward. Its' foundation is firmly rooted in the organizational belief of participatory development. People of the local target communities and all other stakeholders at different levels are engaged actively from the very initial planning phase to implementation and monitoring of all projects. Besides

involving and working directly with the target population, community organizations and local self-governance system are strengthened, and linkages are made stronger with government welfare service delivery systems. This design will continue in the coming years.

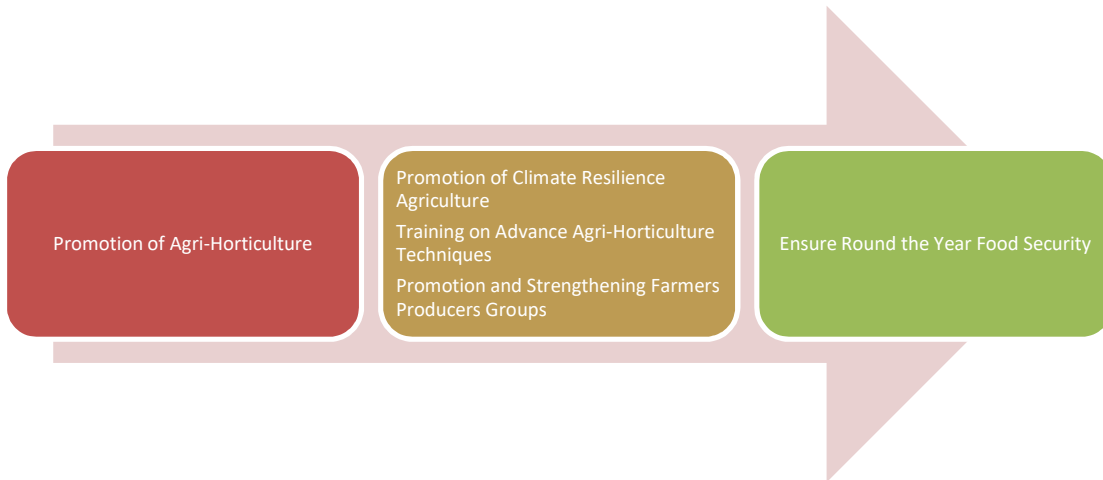
PROGRAMS ENVISAGED

In coming five years, TRCSC envisages to work extensively in specific thematic areas to address the relevant issues and to achieve the goal of inclusive development as a whole. The following is a roadmap / outline sketch of the planned endeavour in the sequence of the **Thematic Area – Programs – Objective.**

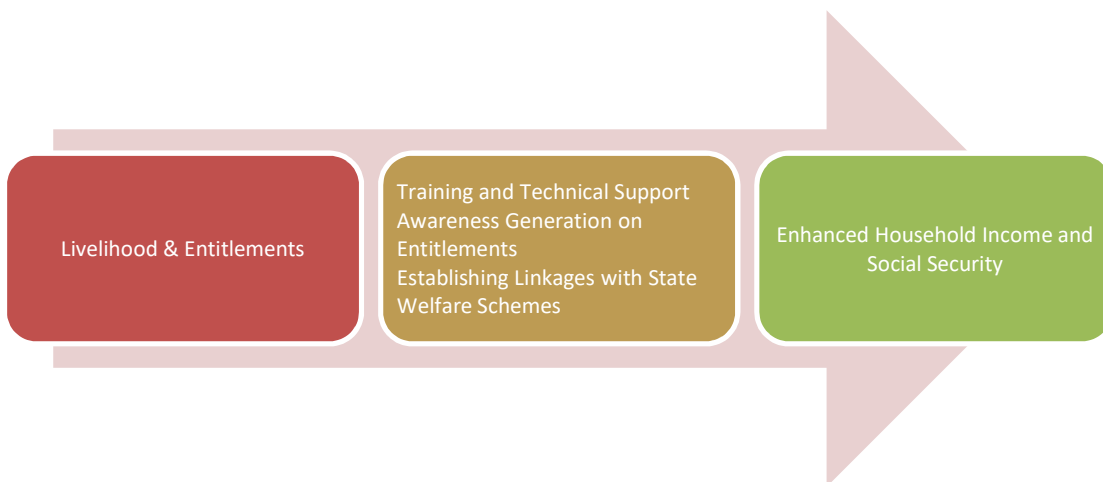
(A) Natural Resource Management



(B) Promotion of Agri-Horticulture



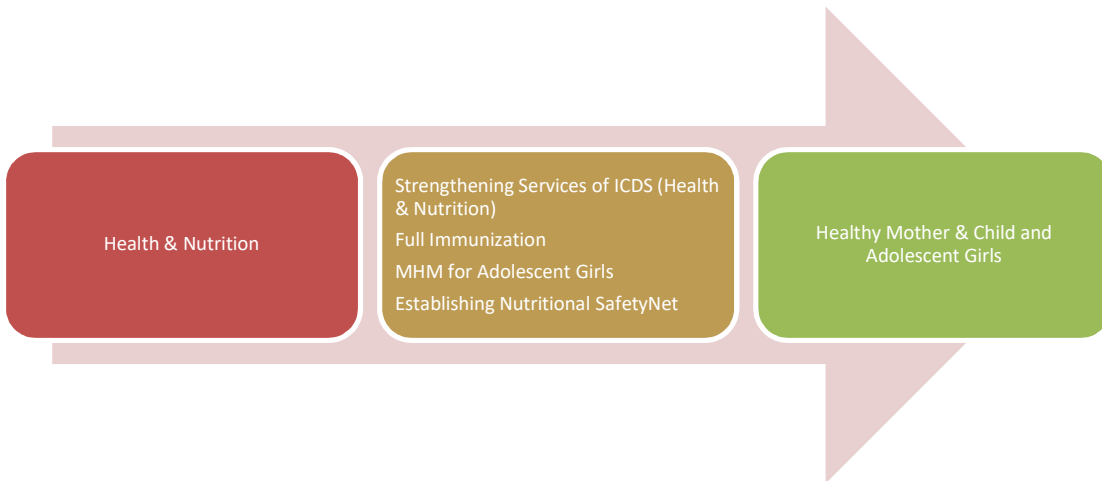
(C) Livelihood & Entitlements



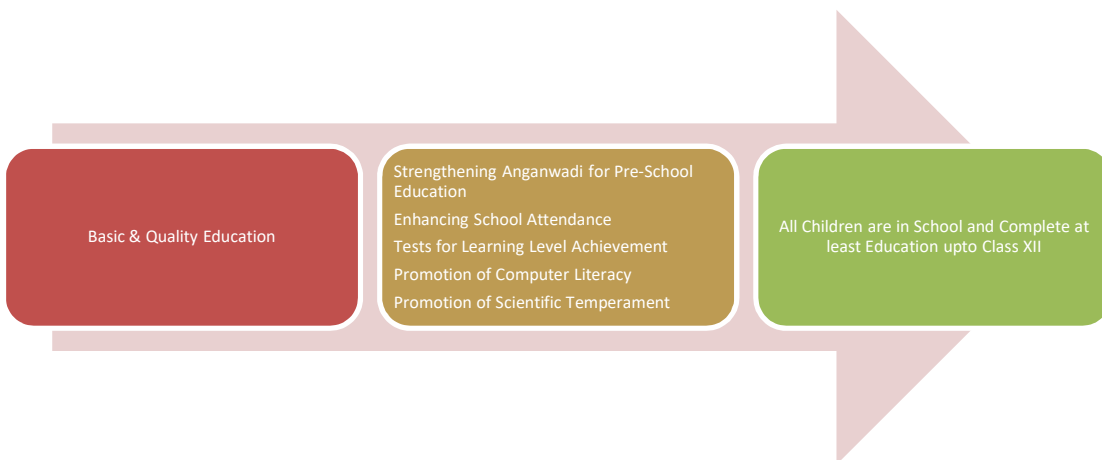
(D) Child Protection, Rights & Development



(E) Health & Nutrition



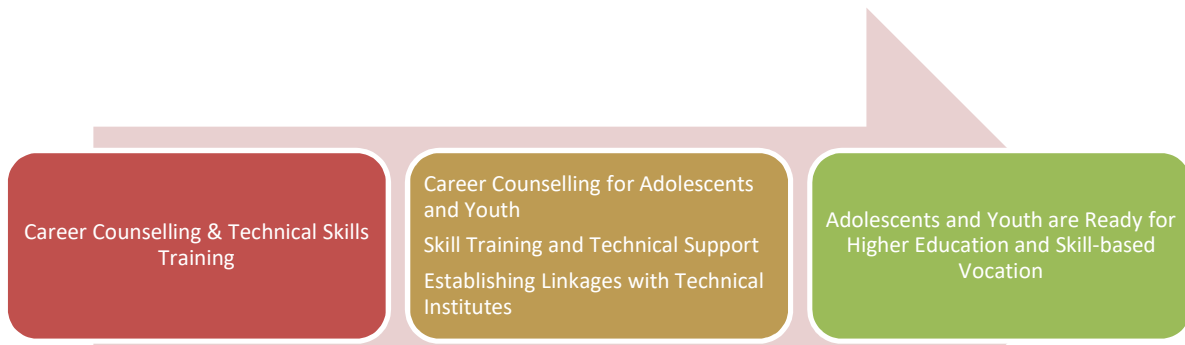
(F) Basic & Quality Education



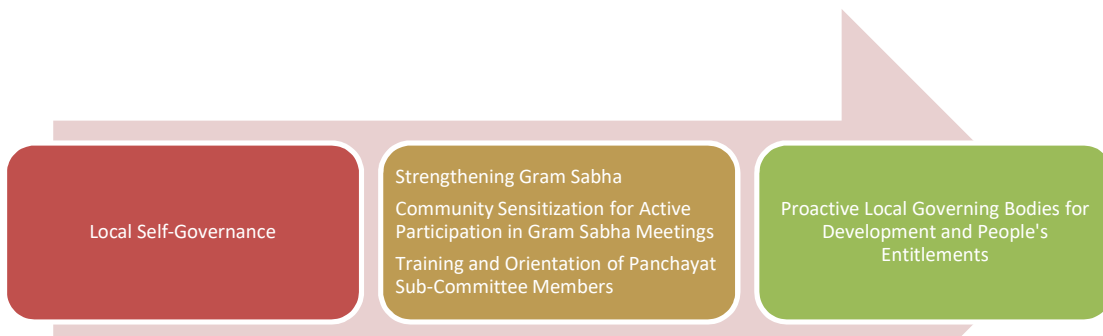
(G) Adolescent Empowerment



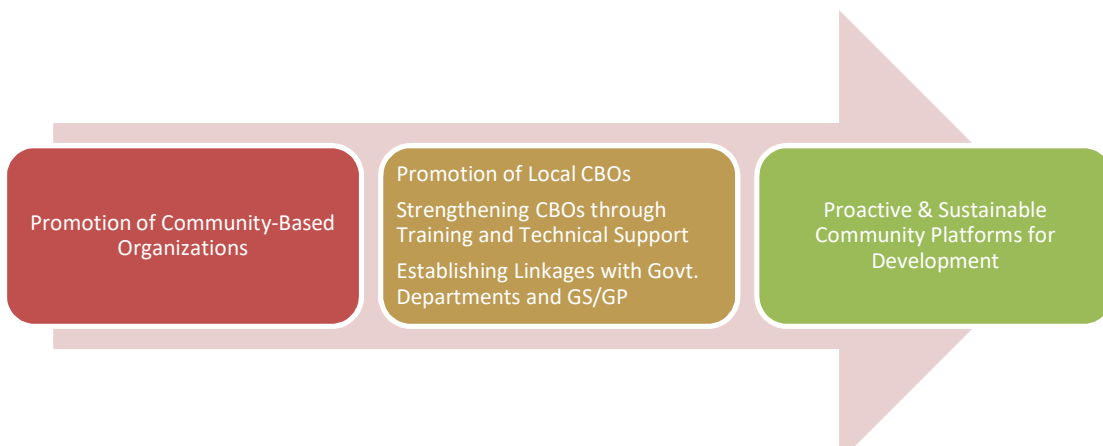
(H) Career Counselling & Technical Skills Training



(I) Local Self-Governance



(J) Promotion of Community Based Organizations



The abovementioned program / interventions have been planned to achieve specific objectives in different thematic areas of intervention would cater to a larger goal of creation of a just society, where the people will live in harmony, with assured facilities of basic needs through participatory holistic development towards transformation into confident and self-reliant citizenship.

GEOGRAPHICAL AREA OF OPERATION

TRCSC was originated in the state of Jharkhand and as a natural process, its focus has remained within the state. Since the inception, it has been working in 3 districts in Kolhan region of Jharkhand. These districts are –

- 1) Purbi Singhbhum;
- 2) Paschim Singhbhum; and
- 3) Seraikela-Kharsawan.

However, in coming five years, TRCSC envisages to expand its developmental interventions beyond its present geographical area of work in other districts of Jharkhand and in the neighbouring states of West Bengal, Odisha, and Chhattisgarh.

SWOT ANALYSIS

For setting the future path and developing the organizational strategy, it is imperative to have a better understanding of its strength, weaknesses, opportunities and threats (SWOT),

considering the present context and resources as well as contemplating on the organizational inner vibes. For future reference, her is the result framework of this thought provoking exercise.

STRENGTH	WEAKNESSES
<ul style="list-style-type: none"> • Strong affinity with the community and other local stakeholders; • Good liaison with government administration and service providers; • Cumulative experience of implementation process and technology; • Acquired confidence of the partner agencies and government departments; • Well-framed policies, e.g., Finance, HR, Gender, Child Protection, etc. that govern organizational behaviour; • Dedicated team of professional experts and well-trained field workers; • Adherence with all statutory and legal obligations; • Transparency in decision making, operation, monitoring, and evaluation; • Own well-equipped office and training infrastructure; 	<ul style="list-style-type: none"> • Insufficient documentation (Written and Audio-Visuals) on change process and achievements; • Insufficient fund (Corpus Fund) for organizational development (Infrastructures etc.) • Inadequate number of in-house issue-based training of team members; • Weak advocacy and networking;
OPPORUNITIES	THREATS
<ul style="list-style-type: none"> • Expansion of developmental activities in other districts of Jharkhand and in the neighbouring states of West Bengal and Odisha; • Development of a dedicated wing for conducting professional training on social work (Diploma and certificate courses, in collaboration with relevant recognized institute or university) for the non-professional people, presently working or willing to work in this sector; 	<ul style="list-style-type: none"> • Interferences by the political extremist groups; • Less availability and turnover of professional staff due to the remoteness of operational field areas; • Negative campaign by the local groups with vested interest; • Natural hazards and calamities (pandemic, drought, etc.)

<ul style="list-style-type: none"> • Development of partnership with national (Government and non-government) and international donor agencies; • Association with existing and future state, national, and international networks, and institutions; • Building rapport with corporate institutions and access CSR funds; • Development of the existing infrastructure, especially the training center at Ghoraling for resource generation; • Use of social media platforms for crowd funding of specific program; • Indigenous revenue may be generated by expanding nursery and mushroom lab activities; 	
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WAY FORWARD

TRCSC, as an organization having first-hand experience of considerable amount time, believes in following the SMART (Specific, Measurable, Achievable, Rational, Time-bound) planning. Thus, in coming five years, it strategically plans to work on the following segments.

a) Development of Expertise in Specific Thematic Areas

- TRCSC has expertise and a robust experience of working in the thematic areas of Agri-Horticulture development, Natura Resource Management, Livelihood promotion, Strengthening Community Based Organizations. But over the years, it has extended its intervention in the areas of Basic Education, Women and Child Development, Adolescent and Youth Empowerment, and Health. It has been planned to bring in expert knowledge and to adopt advanced techniques to further enhance the skills and effectiveness of its endeavours in these comparatively less explored fields.

b) Human Resource Development

- Though there is a shortage of core fund, but it will try to conduct orientation / counselling and training for its team members whenever possible, besides the

Quarterly Review Meetings. It has also been planned to develop a dedicated wing for conducting professional training on social work (Diploma and certificate courses, in collaboration with relevant recognized institute or university) for the non-professional people, presently working or willing to work in this sector.

c) Geographical Coverage

- As there is ample opportunity of extending TRCSC's activities beyond the existing area of operation, in the coming five years, it has been planned for working in other districts of Jharkhand and in the neighbouring states of West Bengal, Odisha, and Chhattisgarh.

d) Infrastructure Development

- A fully equipped residential training and conference facility would be developed at Ghoraling center. It would be utilized for in-house training and meetings as well as other agencies / institutions might be able to use it on rent (or outsourced).

e) Financial Resource Generation

- TRCSC has taken a two-pronged approach to it. In one hand, it would try to raise fund by establishing linkages with various government agencies, national and international donors and CSR agencies; and in other hand, it would try to generate own indigenous core fund from the activities like running the training and conference center, nursery, mushroom laboratory and technical services, as well as from crowd funding.