



## Economic and Social Council

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### Commission for Social Development

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Follow-up to the World Summit for Social Development and  
the twenty-fourth special session of the General Assembly:

Priority Theme: Addressing inequalities and challenges  
to social inclusion through fiscal, wage and social  
protection policies

### Statement submitted by Ramola Bhar Charitable Trust, a non-governmental organization in consultative status with the Economic and Social Council\*

The Secretary-General has received the following statement, which is being  
circulated in accordance with paragraphs 36 and 37 of Economic and Social Council  
resolution [1996/31](#).

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\* The present statement is issued without formal editing.



## Statement

### Role of Family in Achieving Social Inclusion

Social inclusion stands at the core of community intervention and development. The global south continues to face challenges between the various pillars of the community. There is a continued lack of a holistic development strategy in national politics. India, in its nature, is a complex nation-state with multiple aspects impacting national policy. With particular focus by the current government on WASH, technological innovation, and environment, the issues of community development concerning the elderly, youth, differently able, and family remain in a position of intervention. Besides, the efforts of the government through legal and policy intervention, the strong network of NGO's and CSO's are striving to focus on issues mentioned above to have a deeper intervention which will result in a holistic and right based approach for community development. Ramola Bhar Charitable Trust through its global movement Stop Trafficking and Oppression of Children and Women attempts to create space for resolution of family issues through project implementation to achieve gender equality for the empowerment of women. Currently, Ramola Bhar Charitable Trust has adopted five slum clusters in Delhi. Although the main aim of the organization is to combat the crime of Human Trafficking, the efforts of community development are crucially achieving this goal. The organization after more than 25 years of intervention has learned it the hard way that the challenge doesn't end after a survivor has been rescued and repatriated and/or rehabilitated. Greater, the challenge is to stop the instances of re-trafficking. Family issues play a vital role in the area of work of combating Human Trafficking as well as achievement of social inclusion.

With the global call for ending violence against children and women, inclusion becomes crucial for peace and harmony. As one discusses equality of sexes, it is essential to consider not only women as change agents but also boys and men as the stakeholders to achieve a stable family. As discussed in the paper "The Role of Families and Family Policies in Achieving Inclusive Societies. Focus on Sustainable Development Goals 16 & 11: Ensuring Social Rights through Legal Frameworks, Participation, Housing, and Public Green Spaces" published by Department of Economic and Social Affairs, family is at the core for the achievement of the Sustainable Development Goals and as a proper mechanism to achieve social inclusion. I would like to stress that besides SDGs 11 and 16, family stability and inclusion also plays a massive role in SDG 5. I would like to stress that, until there is a sense of equality and mutual respect within families towards one another, the idea of social inclusion will continue to stay incomplete. Although the previous statement may sound very narrow in approach, I would like to explain further on the point by referring and taking support from the theory of emotional intelligence.

While discussing emotional intelligence, it is essential to know how it can be implemented for social inclusion. Prior to delving in the explanation of how emotional intelligence can be applied for resolving the family issue, it is important to revisit the definition of emotional intelligence and how emotional intelligence is a step further from the application of empathy for community development. Awareness of one's own emotions as well as others, the ability to use the existing emotions to solve the problems, and managing emotions are emotional intelligence. In simple words, emotional intelligence is a way to create a logical solution using intelligence to have a more human approach towards an issue. Emotional intelligence is a step forward from being empathetic, as empathy is only discussing the premise to understand the other party's emotions. Emotional intelligence is discussing a person's ability to solve problems after considering emotions involved.

The family is the first institution of the society. Upbringing has a large impact on a person's understanding and actions in society. By having Emotional Intelligence as the foundation for social inclusion policy, the community can become equal for all. Following an understanding of the society, implementing such concept of psychology can seem a far-fetched idea and will face resistance. Nonetheless, its implementation at the family level can benefit the members of the family, as well as the community. The five pillars of emotional intelligence are: self-awareness, self-management, adaptability, empathy, and conflict management. These can be implemented as part of the salient features of projects implemented in community development. The conflict that hinders social inclusion, safety, and peace is the lack of understanding of the issue and a person being forced by either an ideology or a situation.

There are numerous exercises for developing emotional intelligence within family members resulting in social inclusion which will lead to broader community development. For instance, in the slum clusters where RBC trust functions for community and social development, family conflicts are the most common issues. There are two ways to intervene when mediating to solve conflicts among family members; 1) Using the medium of empathy and trying to explain the other person's situation, and/or 2) providing a solution which has an interest of both the parties. Both the techniques have shown progress in dealing with family matters. Nevertheless, the issue is that the solution that emerged following our intervention was merely situational and such conflicts would occur often with the same people involved. The aim is to create a just society where equality prevails for all. Hence, by understanding and implementing emotional intelligence for social inclusion, specifically while dealing with family issues, organizations can implement the concept of emotional intelligence not merely as part of the project but as a character necessary to be built. RBC Trust (Project- STOP) is in process of designing special activities which will work simultaneously to our existing work with the communities. The idea is to make emotional intelligence as an integral part of an individual's character.

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