Individual or group concern for human care is natural intuition. It is under its stimulus that individuals volunteer themselves through an organised effort. It may assume the form of what is called, service. Service is basically, a caring instinct and an inner concern for others. An orientation in services generates dedication for and devotion of time and energy to a good cause. It begets the noble quality of sacrifice for others without reward. Public service has been characterised as the noblest and most delicate one.

Service is value laden and as long as it remains the operational ideal, one is able to maintain himself above suspicion. It discourages possessive tendency and thereby, it cheekselfish nature of man. He commands respect and admiration of his clientele. The relationship between them will be that of a benefactor and beneficiary.

When voluntary action is viewed as a viable peace and development alternative, different terms are found being used such as voluntary organisations (VOs) or voluntary agencies (VAs), Non-Governmental Organisations (NGOs), Self-Help Groups (SHG) Social Movement Groups, or Social Action groups etc. The use of a particular term for a voluntary group depends primarily on the task undertaken by it.

Scores of the NGOs have been contributing in peace building and development. Overtime, non-governmental organizations (NGOs) have come to play a key role in peace building. NGOs have a vast range of diversity in their aims, objectives and functioning. The range of service offered by these organisations is mind blogging from targeting the poor in hygiene to digging wells, from educating children and building roads to arrange a decent funeral for the dead.

The fifteenth of August 1947, not only changed the fate of Indian people but also wrote a script of Independent India. The conflict in Jammu and Kashmir grew intense after the partition of the country in 1947 and with the evolution of militancy and cross border insurgency in 1989. The worst face of this conflict was seen in Jammu and Kashmir during last two and a half decades. While the atrocities in the valley were on the go, an emergence for building peace and confidence among the people was felt, to overcome the situation and to curb the conflict in a peaceful
manner. Among all the Agencies, Institutions and Organisations, the role of Non-Governmental Organisations (NGOs) was prominently different because of their sympathetic and pacific approaches towards the process of peace building and development. The NGOs, being distinctive from that of government and other organisations, have enhanced the peace process in Jammu and Kashmir and worked unceasingly for the betterment of people affected by the conflict. The Peace building and non-governmental organisations (NGOs) are closely related to each other. The non-governmental organisations (NGOs) play a very significant and predominant role in preventing the start or resumption of violence or conflict in almost every part of the world. The main purpose of Peace building is conflict prevention and easing of tension in the valley. Before taking into account the Peace building efforts in Jammu and Kashmir, one should look into the matter attentively and point out the reasons of conflict particularly in the state of Jammu and Kashmir. Prior to the independence of India in 1947, the princely state of Jammu and Kashmir was under the reign of Maharaja Dynasty. The emergence of building and maintaining peace in the conflict area of Jammu and Kashmir was felt with the uprising of militancy and cross border insurgency in 1989. The politically and socially recognised NGO’s have the potential to pressurize the government to meet the necessities of people in terms of maintaining peace and security in Jammu and Kashmir.

There are two approaches to the conflict prevention; firstly the Militaristic approach which cannot settle the disputes alone, although being capable of implementing peace the military employs the different techniques that may sometimes prove unfavourable in certain circumstances. The second and most essential approach is the negotiated settlement or Peace building approach, to which most of the people on global level would show acceptance. So the work is best assigned to the NGOs and Civil Societies. The NGO’s having no political status, associate itself to the conflict prevention and Peace building processes in the psychologically disturbed areas of the state. Some peace NGO’s presently active in Jammu and Kashmir, have pointed out certain important but undesirable causes of violence like protests against Indian Government, patriarchal rule, post-world war consequences and the belief of alienation, aloofness and distinctness from Indian federation. While some of the researches reveal that terrorism and the military atrocities in the valley have worsened the condition since 1989 thereby hardening the labour of socially and politically
recognised NGO's. Khan and Ayoub in their writings provide a statistical data that the large number of people in the state of Jammu and Kashmir has been affected with violence and economic downfall since 1989. Besides Peace building and conflict prevention, the civil societies and NGO's can have a leading role to play in the progress and development of the state because of the neutral character and a sympathetic approach towards the affected persons.

In order to accomplish the Peace building efforts in a particular region, the NGO's have to keep the Anthropological and geographical conditions of that region into consideration and join hands with local NGO's, institutions and communities to provide financial assistance to the needy and deserving people. For the establishment of peace in the conflict-ridden region, the civil societies and NGO's have to be vibrant and honest and at the same time local communities should accompany NGO's to make peace a reality. However people don't have much faith in the government and its institutions because of the personal interest of political leaders. The NGO's can act as the best mediators in loosening the tension between the states and countries.

Why civil societies and NGO's were required to maintain peace and help restoring normalcy in Kashmir? The answer lies in the background of conflict between India and Pakistan in 1947. The fate of people of Kashmir was to be decided by means of plebiscite and some prerequisites were laid by the then premier Pt. Jawaharlal Nehru but India and Pakistan; both claimed the territory to be its own asset which resulted in the erupting of mass demonstration, violent conflicts and a feeling of right to self-determination in the minds of people of Jammu and Kashmir. The more intensified form of this conflict was seen in 1989 with the uprising of militancy and cross-border terrorism. However the scene further intensified in 2010 unrest in Kashmir. The dispute has now grown so intense that negotiations, Mediations or reducing tensions seem to have a lesser applicability.

A commendable role has been played by various NGO's to rehabilitate the victims of 1989 insurgencies. This proved to be the main reason for requirement of NGO's to direct the state of Jammu and Kashmir towards the dawn of peace and an atmosphere free of violence and conflicts. The NGO's highlighted the problems of people in conflict-ridden areas and forced both the counterparts (India and Pakistan) to take measures to settle the dispute of Kashmir amicably. It is because of NGO's that a majority of people around the world came to know the problem of Kashmir.
The civil societies and NGO's have not only prevented human rights violation but also enhanced the socio-economic condition of masses in the state of Jammu and Kashmir. The Chari and Chandran in their work illuminates the different pathways to settle the dispute in Kashmir. Amongst the role played by various agencies, religion apart can play a very essential role in the prevention of conflict because religion is of great essence and importance in a way that it decreases the animosity between the countries. Almost whole of Asia is absorbed by the conflict and concept of war and violence is at its peak, so the peace of nations and collective security gets compromised thereby forcing the international brotherhood to take immediate steps to look into the matter. While pointing out the negative aspects of peace the Newman and Richmond in his book "Challenges to Peacebuilding: Managing Spoilers during Conflict Resolution" perceives that peace can have adverse effects if it is prolonged and the actors could be considered as the spoilers to the conflict.

It is because of large scale violence in the state of Jammu and Kashmir since 1989 large number of scholars, journalists and social activists have written about the conflict. But most of the literature is either impressionistic or motivated. A very few researches have been conducted to find out the root causes and consequences of the conflict and strategy for its resolution and peace building. Indeed, no known study of the role of NGOs in peace building in Kashmir is available. It is therefore. We have selected this area for our study.

Objective of the study:

The purpose of the present research work is to study the role of non-governmental organisations in peace building in Kashmir. The present study aims to highlight the causes and consequences of Kashmir conflict. The aim will also be to analyse the problems faced by the NGOs, evaluate their prospect in the light of their performance and lastly to highlight major conclusions and recommendations which have policy implications. Keeping this in view, the present study proposes the following specific objectives:

1. To discuss the theoretical concepts, characteristics, various classifications and definitions of non-governmental organisations.

2. To analyse the role of NGOs in involving the people in different activities.

3. To analyse, the theoretical concepts about conflict and peace building.

5. To develop a better understanding of the potential contribution of NGOs in peace building in Kashmir.

6. To highlight major conclusions and make recommendations for improving the work efficiency and better involvement of the NGOs in their peace building programmes.

**Research Methodology**

This study is based on primary and secondary sources. Primary sources include reports, records, government sources, questionnaires and interviews. It also involves empirical research in the form of fieldwork conducted in the state of Jammu and Kashmir. Data was collected keeping in mind the representation of all age groups, income categories, level of education, religion, occupation and sex.

A stratified random sample of 245 people was taken from all the three regions of Jammu and Kashmir State in order to know the factors and consequences of the conflict. Out of the 245 people, 95 persons were taken from the Jammu region and that of 120 persons were taken from Kashmir region and 30 persons from Ladakh region.

Further in order to know the contribution of NGOs in peace building in Kashmir representatives of some NGOs which are working for peace and conflict were interviewed.

Interviews were conducted with researchers, writers, academic scholars, experts and media persons. In the state representatives of some non-governmental organizations like Jammu and Kashmir Coalition of Civil Society, Association of Parents of Disappeared Persons and Mercy Corps were also interviewed. Moreover, Representatives of some orphanages were also consulted. The study takes an analytical approach towards data collected through questionnaires and interviews.

**Hypothesis**

After extensive literature survey, the researcher needs to state in clear terms the hypothesis. It is a tentative assumption made in order to test its logical or empirical consequences. The hypothesis is a proposition or set of propositions set for an explanation for the occurrence of some specified phenomena.
Hypothesis must be specific and limited to research work. It should also be testable and may seem contrary to the real situation. It may prove to be correct or incorrect. In any event it leads to an empirical test. For the present study the hypothesis were developed. The consideration of experts, colleagues and supervisors were also included while setting up hypothesis.

In the context of above topic, our tentative assumption is that the NGOs have a unique potential and can make many positive contributions to peace building and conflict resolution so far as the problem of peace in Kashmir is concerned.

Scope and limitations:

The study will focus on NGOs initiatives in Kashmir that aims to mitigate conflict and build peace to gain better understanding of the issues, clarify concepts and propose a framework of NGOs peace building functions. It will review experience and analyse the strengths, limitations and risks of such approaches. The present study cannot do justice to many peace building domains in which NGOs are engaged and does not address the issue of Kashmir conflict sensitivity more broadly because of the continuous Kashmir conflict. The study will not address the important role of women in the prevention and resolution of conflict and in peace building.

Chapter Scheme:

The study has been divided into the following five chapters:

Chapter -1 primarily deals with the theoretical literature related to conflict and conflict resolution. It also introduces the brief sketch of social perspectives for understanding the conflict. Apart from perspectives meaning, classification, sources and consequences are other issues discussed in this chapter. It also presents a description of peace building in theoretical perspective. Moreover the chapter deals with the concept of NGOs in theoretical perspectives. It presents a descriptive analysis relating to definition, characteristics, field activities and various classifications of NGOs, role of NGOs and also it covers typologies and the problems faced by the NGOs and the challenges ahead.

Chapter -2 is concerned with portraying the setting in which conflict occurs. It depicts briefly the geographical location, population and communities and linguistic distribution of the state of Jammu and Kashmir. Moreover, it gives brief information related to history, economy and culture of the state. The main reason to review this is
to gain familiarity with the settings in which conflict persists. Another reason is to 
explore the socio historical roots of the conflict. Moreover, it deals with the review of 
literature about Kashmir conflict. It shows that in Kashmir conflict both exogenous 
and endogenous sources are involved. These exogenous sources are related with the 
relationship between India and Pakistan as well as ineffective role of UNO (United 
Nations Organisation) in mediating the conflict or conducting plebiscite in Kashmir.

There are some other sources, which appear to be responsible for the 
emergence and persistence of the Kashmir conflict. These are related with politics in 
Kashmir since 1947, economic conditions of people, ethnic diversity of the state and 
the role of religion in fomenting the conflict. These sources are explained separately 
under the broad sub heading of national dimension of the conflict.

Chapter 3 is concerned with the analysis of various factors political, 
economic, ethnic and religious, which became responsible for promoting and 
sustaining the Kashmir conflict. Data related to these factors were collected during the 
field work. Our main aim in this chapter is to explore the connection between 
Kashmir conflict and various factors- political, economic, and religious and ethnic. 
And also to identify the major factors involved in the conflict.

Chapter 4 the chapter deals with the analysis of data related with 
consequences resolution and peace building in Jammu and Kashmir. The first part of 
the chapter highlights consequences that Kashmir conflict has thrown over politics, 
economic prosperity, and education, family, and marriage organisations. Our main 
objective in this section, thus, remained to assess what extant the on-going conflict in 
the state has effected/influenced the social structure of various religious communities 
there. Second part of the chapter describes the design and various conflict resolution 
and peace building models as suggested by different scholars regarding the peaceful 
solution of Jammu and Kashmir conflict. Moreover, various models of conflict 
resolution over which we have collected empirical data have been analysed also. Our 
aim of analysing these models is to explore their potential for peace building and 
peaceful resolution of Kashmir conflict among the people who belong to various 
religious communities in the state.

Chapter 5 deals with the evolution of non-governmental organisations in 
Kashmir. It throws light on some of the NGOs that are active in Jammu and Kashmir, 
the problems in their functioning with the government. Moreover the present chapter 
presents the role of NGOs that include religious, human rights, community 
development, charity works for peace building in the state of Jammu and Kashmir.