**SUBMISSION OF GOOD PRACTICES IN**

**SOCIAL SECTOR SERVICE DELIVERY**

Case Studies may be submitted to the Project Manager, GOI-UNDP project on Human Development toward Bridging Inequalities at swayamprabha.das@undp.org

For further information, kindly contact Ms. Aditi Dayal, Knowledge and Research Manager, Email: aditi.dayal@oneworld.net, Tel: 011-41689000

I. State submitting the good practice



II. Title of the project (Max 100 characters with spaces)



III. Name of the Implementing Department(s)/Organization(s)



IV. Thematic area to which the good practice belongs (Select up to three areas most closely linked to the practice)

Administrative Reforms

Child Protection

Disaster Management

Education (Skill development, Information and Broadcasting)

Environment

Food security and Public Distribution System

Health

Infrastructure and Development (Rural/urban - transport, housing, financial inclusion and microfinance)

Local Governance (Panchayat Raj Institutions)

Social Security (Welfare for SC/STs, OBCs, minorities and persons with disabilities, labour and employment, pensions and insurance)

Water and Sanitation

Women Empowerment

V. Name and contact details of Key Contact Person



VI. Website of the project (if any)



VII. Duration of implementation

Click here to enter a date. to Click here to enter a date.

VIII. Geographical outreach/location (Attach map, if available)



IX. Project summary (Max 1000 characters with spaces)



X. Key beneficiaries (Point [a] is mandatory. For other points, choose the ones that apply to your practice)

1. Approximate total number 
2. Number of women 
3. Number of children 
4. Number of senior citizens 
5. Number of differently abled persons 
6. Number of minorities (please specify the communities) 
7. Others (please specify)

XI. Motivation behind good practice initiation (Select up to three most important factors)

Improvise on existing models of implementation of a particular scheme/programme

Vision of the government department/official concerned

Pressure from community members concerned

Experiment in governance

Financial imperatives necessitated economical solutions

Streamlining existing operations and functions

Adapting to technological imperatives

Inspiration from a similar practice elsewhere

Initiative implemented to fulfill the mandate of a particular legislation

Natural disaster or other form of crisis necessitating change

Others (please specify)



XII. Key objective(s) (What does the practice seek to achieve? For instance, to reduce infant mortality rate by 50 percent. Max 200 characters with spaces)



XIII. Changes made in the existing system to bring about the good practice (Select up to three most important factors)

Policy level changes

Innovations in scheme implementation

Systemic changes

Resources added to existing personnel/infrastructure

Capacity building exercises

Enlisting support of private players to build PPP models

Leveraging community resources

Enhancing budgetary allocations

Others (please specify)



XIV. Project implementation

1. Key stakeholders in the project

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name of organization | Address | Contact person details | Organization type | Nature of support |
|  |  |  |  |  |
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1. Components of the project (Select all that apply to the practice)

Information and Communication Technology tools

Training and capacity building exercises

Awareness generation campaigns

Monitoring and evaluation

Grievance redressal mechanism/user feedback system

Establishment of a Project Management Unit

Participation of community members in planning and implementation of project

Research and development

Knowledge sharing and management

Others (please specify)



1. Innovation in the practice (Select all that apply to the practice)

Introduction of new practices, products, knowledge, services or processes

Required government process re-engineering

Leverages existing resources/infrastructure in a unique way

Use of technology

Developed new sources of supply for raw materials or other inputs

Creation of new markets for community products/livelihoods security

Skill development

New method of monitoring and evaluating an existing practice

Introduction of new methods of payment for public services/financial flow modalities

Involvement of community in planning and implementation (in cases where it was not done earlier), particularly people hitherto marginalized on basis of caste, community, religion, gender, age

Offers a scalable approach to solving a problem

Creation of community assets

Offers effective model to standardize and disseminate public information

Others (please specify)



1. Resources utilized (Inputs in terms of human resources, infrastructure, financial costs. Max 500 characters with spaces)



1. Additional information supporting the good practice (Max 500 characters with spaces)



XV. Reasons for considering the initiative a good practice

1. Performance of the practice (In terms of (i) short term outcome, and (ii) long term impact potential. Max 1500 characters with spaces)



1. Sustainability of the initiative (political, social, cultural, economic and environmental. Max 1000 characters with spaces)



1. Potential for replication (Has the practice been adopted elsewhere? What are the features that make the practice replicable? What are the necessary conditions for replication of a project like this? Max 1000 characters with spaces)



1. Outreach to the most disadvantaged in the region – Does this practice aim at bridging inequalities in the region? (How does the practice impact people living in remote areas of the country and those belonging to marginalized communities – women, SC/ST population, minorities and such like? Max 500 characters with spaces)



1. Efficiency (In relation to the resource inputs required by the initiative, have the outputs offset the inputs? That is to say, has the practice proven to be a less-resource, more-outcome initiative? Max 500 characters with spaces)



1. Effectiveness (Effectiveness implies the capacity to achieve a desired result. In this regard, how do you assess the outcomes of the practice in relation to the objectives it set out to achieve? Max 500 characters with spaces)



1. Participation of citizens (Please mention the level, extent and nature of participation of community members in the initiative. Max 300 characters with spaces)



1. Recognition of the practice (Was there an expert/peer review process that determined the practice to have significant evidence of effectiveness? Has the project received any awards? Max 500 characters with spaces)



XVI. What was the role of state administration, *panchayats* and/or urban local bodies in achieving the results? (Max 300 characters with spaces)



XVII. Challenges faced in the implementation of the practice (Select all that apply to the practice)  
Capacity-related issues in adapting to new practices/changes  
Administrative challenges  
Political and legal challenges  
Infrastructure and human resources related  
Issues in standardization of data or relevant information  
Regular updation of data  
Regular monitoring and evaluation of progress  
Reaching marginalized population/remote locations  
Unresponsive target audience  
Budgetary constraints  
Lack of support from community/other players like NGOs  
Lack of technical aptitude among community members and government officials  
Social and cultural constraints  
Others (please specify)  


XVIII. Photographs from field/project sites of the practice (Please send images in JPEG format separately along with this form.)

XIX. Supporting documents (Attach any materials that support the claim to this practice being a good practice in social sector service delivery – for instance, nomination notes, review committee reports, annual reports, media coverage articles.)

\* Please use additional sheets to provide information, if needed.