

## 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](mailto:swayamprabha.das@undp.org)

For further information, kindly contact Ms. Aditi Dayal, Knowledge and Research Manager, Email: [aditi.dayal@oneworld.net](mailto: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)

- a. Approximate total number
- b. Number of women
- c. Number of children
- d. Number of senior citizens
- e. Number of differently abled persons
- f. Number of minorities (please specify the communities)
- g. Others (please specify)

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

- Improve 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

##### a. Key stakeholders in the project

Name of organization	Address	Contact person details	Organization type	Nature of support

##### b. 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)

##### c. 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)

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

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

XV. Reasons for considering the initiative a good practice

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

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

- c. 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)

- d. 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)

- e. 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)

- f. 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)



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

h. 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.