Best Practices on Good Governance / People's Benefit

<u>(Minimum background)</u>

Backdrop

Sharing best practices is one of the excellent ways to improve the performance by filling up a) information gaps and b) encourage betterment of service delivery system. Information dissemination saves from committing the same mistakes done by their predecessors and thus it cuts time and cost.

The challenges in picking up the best practices/ success stories to check its rationality, resources utilisation pattern, impact both social and economic, replicability, sustainability, portability, and scalability.

Moreover, in most of the cases, the path breaking visions of these doers of these innovative actions keep themselves silent and unfolded, and for this silence or unwillingness for publicity probably could not give birth to some wide-spectrum policy for the entire State.

Here lies the necessity of a genuine trial for collection of stories those are bloomed in various corners of the country.

History repeats and it teaches. Some of the examples were very common such as implementation of NREGA, the movement of SHGs, Mid-day-meal programme which were eventually commenced throughout the vast country. Being initiated in some corners of the country by some illuminated visionaries, those could attract the attention of policy planners and to replicate elsewhere.

In West Bengal too, the replication of success stories is always encouraged. *Sabujsathi*, Kanyashree, are the schemes to name a few.

Definition

Development and practice of some sets of methods or techniques or development in structural processes in any official works which can address the problem relating to any scheme or project intending better service delivery to the citizen or to increase efficiency can be the best practice to emulate.

Objective of the Study

The objectives of this present study can be transcribed in the way: -

a) To share best practices to bring knowledge inputs on better Governance and service delivery system by the State Government.

b) To highlight relevant features of best practices including rationale, resources utilised, impact, replicability, scalability, and portability.

c) To identify and assess factors that contribute to the success of any initiative with the intention of promoting cross-learning among them those are the planners of better service delivery system.

d) To contribute some hidden but fruitful inputs in turn to the policy planning for the nation in the future.

Methodology for Collection of Data

Government has various wings. To make the garland of the best practices from across the districts, the primary and secondary sources are to be investigated thoroughly. The primary sources are the departments of the State Government along with the information narrated by the District Magistrates/ Superintendents of Police. Secondary sources could be boxed stories in the Annual reports of the departments along with information gathered from newspapers, periodicals, electronic media cand social media.

Structure of Data Collection

In literature, fact is narrated in stories and beyond a news reporting, stories capture imagination and emotion of the writer. The success stories are not mere imaginations, these are real, benefitted lot more people, and the stories are the resultants of the passion and emotion of blessed and visionary persons. It should not narrate the mere facts like news reporting, but it should capture the emotions. Still that can be done under a structured framework for each case studies like:

SHOWCASING BEST PRACTICES

1. Name of the Initiative:

2. Location details: Statewide ◯   District Level ◯

    a. District:

    b. Block/Municipality:

    c. Latitude and Longitude:

3. Details of Initiative in brief.

   (Maximum 300 words)

4. What are the unique features of the initiative?

(Maximum 200 words)

5. Please explain in brief how the idea was conceptualized.

(Maximum 150 words)

6. Please explain the steps involved in the execution of the initiative.

(Maximum 150 words)

7. What has been the impact of the initiative?

(Maximum 200 words)

8. What is the Present status of the initiative?

(Maximum 100 words)

9. Please explain the major challenges faced during the project execution.

(Maximum 100 words)

10. How did the authorities overcome the challenges?

(Maximum 100 words)

11. How the initiative is scalable, portable, replicable, and sustainable?

(Maximum 300 words)

12. Please enter the stakeholder details.

(Maximum 100 words)

13. Please enter the details of executing agencies involved.

(Maximum 100 words)

14. Third party assessment if any, upload details.

(Maximum 100 words)

Upload Document   (Upload the assessment report in pdf format and maximum file size is 2 M.B.)

15. External link:

    a. Website link:

    b. Video link:

    c. Other links (if any)

16. Share photos for the initiative. (Must have view and modify option)

Choose Image   (Must be in .jpeg format and maximum file size is 2 M.B.)

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Choose Image   (Must be in .jpeg format and maximum file size is 2 M.B.)

17. Any other details/Awards/Recognition relevant to the initiative.

(Maximum 100 words)

18. Provide contact details of the Nodal Officer.

Name:

Designation:

Phone Number: (Must be in 10 digits)

Email id:

The structured information of each story should have the ability to answer the questions of the planners of different corners of the State so that they can replicate the same at their places or organisations.

Analysis of Data and Setting up of Evaluation Criteria for Shortlisting

Some evaluation criteria are to be set up for presenting best of best practices which may conform the key issues of relevance, outcomes, innovation, sustainability, portability and scalability of the initiatives. A few of them can be like this:

- the nature, scope and scale of the problem
- the extent of innovation made in the initiative.
- its use of physical infrastructure, human resources and technology
- the impact of the initiative
- sustainability
- the replicability of the practice
- Scalability of the practice

Interpretation of Data

Innovation, impact, replicability and sustainability form the crux of the good practices are to be interpreted. And hence, the best practices are to be overviewed from primarily the lessons learnt from the story.