CIRCULAR


Please find enclosed herewith a copy of letter No.F.20/06/2014/AR/6821-6890 dated 14.08.2015 received from Administrative Reforms Department, GNCT of Delhi enclosing therewith copy of letter No. 37(6)/2013-DD-I dated 28.07.2015 issued by the Special Secretary, Ministry of Personnel, PG and Pensions, Department of Administrative Reforms & Public Grievances, Govt. of India on the subject cited above.

In this regard it is requested to send the proposals for Financial Assistance for Professional documentation of the good governance initiatives taken up by offices of Directorate of Education in the recent past in the enclosed proforma as per the annexed revised guidelines to this Coordination Branch at the earliest so as to enable us to forward the same to Administrative Reforms Department, GNCT of Delhi.

Encl: As above.

(Sushila Kumari Ahlawat)
Dy. Director of Education (Coord.)

Copy for information and necessary action to:-

1. PS to Secretary (Education), GNCT of Delhi, Delhi
2. PS to Director, Directorate of Education, Delhi.
3. PA to Spl.DE (Finance/Coordination), Directorate of Education, Delhi.
4. PA to Addl. Director of Education (Admin), Directorate of Education.
5. PA to Addl. Director of Education (School), Directorate of Education.
7. All RDsE/DDsE of Districts, Directorate of Education, Delhi (through website).
8. All Branches of HQ, Directorate of Education, Delhi (through website).
9. HOS/DDO Govt. Schools, Directorate of Education (through website).
10. OS (IT) with the request to upload the Circular on the website of Department.

(Sushila Kumari Ahlawat)
Dy. Director of Education (Coord.)
All Pr. Secretaries/ Secretaries/ HoDs, Govt. of NCT of Delhi.

Sub: Regarding Financial Assistance for professional documentation of Best Practices

Sir,

I am directed to refer to Director to Govt. of India, Ministry of Personnel, Public Grievance & Pensions, DARPG's letter No.37/6/2013-DD-I dated 28.07.2015 on the above noted subject.

In this regard you are requested to send the proposals for Financial Assistance for professional documentation of the good governance initiatives taken by your department in the recent past in the enclosed proforma as per the annexed revised guidelines to this department at the earliest so as to enable this department to forward the same to the Govt. of India.

Yours faithfully,

Encl. As stated

Copy for information to:

The Director to Govt. of India, Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances and Pensions, 5th Floor, Sardar Patel Bhawan, New Delhi-110001 w.r.t your letter referred above.

AMIABH JOSHI
DY. DIRECTOR (AR)
PH: 23392422

Dated: 14.08.15

(Amitabh Joshi)
Reforms of administrative system & procedures and emphasis on service delivery have emerged as critical areas in public administration today. Many States have achieved excellence in various aspects of administration and service delivery through new and innovative practices. There is a need to document the dynamic of such initiatives so that the experiences gained in the process of conception and implementation of the initiative can be understood and replicated elsewhere.

2. As a part of its mandate to document and disseminate these good governance initiatives in public administration, this department is implementing a scheme for professional documentation of best practices. Under the Scheme, financial assistance is provided to support professional documentation and dissemination of good governance initiatives by the States/UT Governments/Central Training Institutes with a view to share experience with each other and replicate elsewhere.

3. In this connection, the guidelines for providing financial assistance for professional documentation of good governance practices to State Governments/UTs administration has now been revised. The revised guidelines and the proforma for sending the proposal are enclosed herewith. The guidelines is also available on the Department's website i.e. www.darpg.gov.in.

4. I would request you to send proposals for professional documentation of such good governance initiatives taken up by your Government in the recent past.

With warm regards,

Yours sincerely,

Shri K. K. Sharma
Chief Secretary,
Govt of NCT Delhi, Delhi Secretariat,
I.P. Estate, New Delhi- 110002
... States/UTs Governments or Central Training Institutes, while sending the proposal shall provide the cost estimates with breakup on costs likely to be incurred on various components including 100 copies of CDs/DVDs of documentation reports. Based on their cost estimates, the Evaluation Committee will deliberate on the quantum of financial assistance to be given in each case in its recommendations.

22. Financial assistance will be released to the concerned State/UT Administrative Training Institutes or CTIs in two installments as per the following deliverables and timelines:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Milestone Description</th>
<th>Deliverables</th>
<th>Maximum Timelines</th>
<th>Release of Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sanction of the project</td>
<td></td>
<td>Within 1 week from sanction of the project</td>
<td>1st installment i.e. 75% of the sanctioned cost</td>
</tr>
<tr>
<td>2</td>
<td>Draft report of the documentation (e-book)</td>
<td>Satisfactory draft documentation report along with details of expenditure already incurred and likely to be incurred</td>
<td>Within 6 months from the date of release of the first installment</td>
<td>2nd installment i.e. remaining 25% of the balance amount or the required funds, whichever is less</td>
</tr>
<tr>
<td>3</td>
<td>Final documentation report in e-book format</td>
<td>Submit 100 copies of CDs/DVDs of e-book (electronic version)/Utilization Certificates, and return of balance unutilized amount, if any</td>
<td>Within 3 months from the date of release of the second installment</td>
<td></td>
</tr>
</tbody>
</table>

**COMPLIANCE OF TIMELINES**

23. The entire documentation project should be completed in a maximum period of 9 months.

24. The timeline stipulated in the guidelines to be adhered to. The State/UT Governments/CTIs which submit their documentation report within the stipulated time will be given preference while sanctioning new proposals for financial assistance for professional documentation in the next year.

25. However, for the States/UTs Governments or CTIs which could not complete the project in stipulated time, none of their projects for professional documentation may be considered for granting of financial assistance in the next year.

***************
<table>
<thead>
<tr>
<th>S.No.</th>
<th>Items</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Details of each good governance practices proposed for documentation.</td>
<td>To be given in Separate Sheet</td>
</tr>
<tr>
<td></td>
<td>• Title of the Practice</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Name of Innovator (Individual/Organization)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Synopsis of the Practice (in about 150 words)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Uniqueness of the Practice</td>
<td></td>
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<tr>
<td></td>
<td>• Tangible gains</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Cost Effectiveness and Citizen Centricity/Friendliness</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Observation/Recommendation of Evaluation Study / Feedback undertaken</td>
<td></td>
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<tr>
<td></td>
<td>• Sustainability</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Lessons Learnt</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Replicability</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Any other information relevant to the practice</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Whether any Documentation report is made on the initiative.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Whether any financial assistance has already been received in respect of the project for documentation purposes and if so, details thereof</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Whether the documentation of these initiatives will be undertaken by State/UT Government / Central Training Institute itself or with the assistance of any professional agency after following due process;</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>If documentation will be undertaken by professional agency, details of the said professional agency(s) such as name, address, experience etc; (if available)</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Estimated Expenditure on documentation and dissemination (with break-up of likely cost of each components including e-book form &amp; 100 copies of CDs/DVDs)</td>
<td>Break-up to be given in separate sheet</td>
</tr>
<tr>
<td>7.</td>
<td>Details for release of funds through e-payment:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name of the Accountholder of concerned Department/ Training Institute</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Account Number</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Name &amp; Address of the Bank and its Branch</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Branch Code</td>
<td></td>
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<tr>
<td></td>
<td>• IFSC Code/MICR code</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Time Frame for completing the documentation:</td>
<td></td>
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<tr>
<td></td>
<td>• Submission of draft documentation report</td>
<td></td>
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<tr>
<td></td>
<td>• Submission of Modified draft documentation report, if required)</td>
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<tr>
<td></td>
<td>• Accepted documentation report in e-book form along with 100 copies of CDs/DVDs and sending the same</td>
<td></td>
</tr>
</tbody>
</table>

Name & Designation of Recommending Authority
a) Time frame for each activity for completion of the documentation process;
v) Whether any financial assistance has been received by other sources in respect of the project for documentation purposes and if so, details thereof.
v) Whether any documentation has been made on the initiative earlier.

10. The Secretary, DAR&PG will constitute a suitable Evaluation Committee which may consist of Additional Secretary/ Special Secretary/ Joint Secretary of DARPG and 2-4 designated Dy. Secretary/Director and one representative from the Integrated Finance Division. DS/Director (D&D) will be the convener of the Committee. The final selection as well as the quantum of financial assistance (upto Rs.2,00,000/-) will be decided by the Evaluation Committee.

11. After obtaining the approval of the Committee to the proposal, concerned State/UT Government or Central Training Institute will be advised to initiate the process of documentation.

**PROCESSES FOR DOCUMENTATION OF GOOD GOVERNANCE PRACTICES**

12. Documentation of exemplary work is a permanent record that may be consulted for policy framing and execution so that the lessons may be learnt and experience shared. Therefore, the beneficiary State/UT or Central Training Institute is required to bring out a compilation of successful practices in **e-book form** (electronic form) only.

13. On acceptance of the draft documentation report by the Chairman of the Evaluation Committee, DARPG, the beneficiary State/UT or Central Training Institute may initiate the process for making the document in e-book form.

14. The documentation of a best practice should have broadly the following elements:
   - Situation before the practice
   - Encounters and challenges faced by the innovators
   - Strategy adopted
   - Business process reengineering, if any
   - Results achieved/anticipated.
   - Financial Savings
   - Improvement in efficiency/ productivity/ Reduction of waiting time
   - Scalability of the project
   - Simplification of procedure,
   - Adaptability
   - Sustainability
   - Lessons learnt
   - Replicability
   - Response of State Govt./Local authority/Agency

15. A The cover page of the document shall acknowledge the support provided by the Department in bringing out the e-book.
16. The objective of promotion of good governance may not be achieved unless detailed information about the particular practice and what is happening elsewhere in the country is available to all. The document may be disseminated to the political leadership, policy and decision makers, implementing agencies, beneficiaries and public at large, to provide guidance, create awareness, learning of lessons; motivation and sharing of experiences. Hence, the beneficiary State/UTs or Central Training Institute is required to develop a regular system for the dissemination of practices amongst decision/policy making authorities and implementing agencies across the country. They may take the assistance of the media units of Ministry of Information and Broadcasting such as PIB, DAVP, Field Publicity Units, Publications Divisions and Directorate of Information and Publicity of States etc.

17. The beneficiary State/UT Government or Central Training Institute will make arrangements to provide the document in e-Book form (electronic) as well as 100 copies of CDs/DVDs to DARPG for dissemination as under:-

- Chief Secretaries of all States/UTs -- 36
- Administrative Training Institutes / Central Training Institutes -- 56
- For display in Civil Services day, Conferences, Workshops and Office Library etc. -- 08

Total: 100

18. The pictures/photographs used in the document should be in colour and having more than 72 dots per inch (dpi). The e-Book (electronic form) Documentation report may be uploaded in Department Websites as well as Governance Knowledge Centre (GKC) accessible at (www.indiagovernance.gov.in), etc. so that all such practices may be accessible at one place.

19. After submission of the document in e-book form, the concerned State/UT Government or Central Training Institute shall nominate a suitable officer not below the rank of Deputy Secretary for making a 15 minute presentation on the documented practice at Sardar Patel Bhawan, Conference Hall, New Delhi, as and when requested.

FINANCIAL ASSISTANCE

20. The Financial assistance may vary from case to case and will be restricted to an upper ceiling of Rupees two lakh [Rs.2 lakh] per case including the expenditure
Grant of financial assistance to States /UTs/CTIs for Professional Documentation and Dissemination of good governance initiatives / practices under the Plan Scheme on Administrative Reforms.

INTRODUCTION

A good governance practice is a programme, initiative or action which results in improvement in the efficiency of management systems for the delivery of services.

2. State Governments and Union Territory administrations have taken several initiatives in good governance from time to time. However, the documentation of the process of conceptualizing and implementing these initiatives/practices is often confined to newspaper reports and official briefs. This is largely due to the fact that the people involved in the process have little time or patience to document it. In the absence of professional documentation, it is not possible to make an evaluation of these initiatives with a view to take steps for their replication in other States/UTs or elsewhere. The Department of Administrative Reforms and Public Grievances (DARPG) has formulated a Plan Scheme on ‘Administrative Reforms’ and has been supporting documentation of best practices in the area of administrative reforms.

OBJECTIVE OF THE SCHEME

3. The objective of the scheme is to provide financial assistance to support professional documentation and dissemination of good governance initiatives by the State/UT Governments/Central Training Institutes with a view to share experience with each other and replicate elsewhere.

DETERMINANTS / KEY PRINCIPLES

4. While selecting a practice, the beneficiary State/UTs/ Central Training Institutes may take into consideration the following elements:-

i) A best practice should have a demonstrable and tangible impact on improving the quality of services to the citizens/stakeholders.

ii) It should be socially, culturally, economically and environmentally sustainable.

iii) The policy interventions should be:
   • Cost effective;
   • Time saving; and include simplified procedures.

iv) It should bring into government functioning ;
v) It may be a result of effective partnership between the public/private and civic society.

vi) It should have potentiality for replicability by other States/UTs and Centre.

PROCEDURES

5. DARPG will make sustained efforts to motivate the States/UTs/CTIs to participate in the Scheme in a project mode.

6. In the Case of States/UTs:-
   - Principal Secretary/Secretary (Administrative Reforms) of the beneficiary State/UTs will be the Nodal Officer.
   - Nodal Officer will make efforts to motivate Departments to document their good governance practices and
   - arrange to collect practices in the proforma (prescribed by the Department Administrative Reforms, GOI) and
   - send the collected practices to the Director, State Administrative Training Institute of the State/UT which will be the collection centre for the purpose.
   - The Administrative Training Institute will lend institutional support to Secretary (Administrative Reforms) for documentation and dissemination of such good governance practice.

7. In case of Central Training Institute:-
   - Head of the Institute will be the Nodal Officer to send proposals in the prescribed proforma.

8. The beneficiary State/UTs is required to form a Committee of Secretaries of State concerned comprising Secretary GAD or Secretary Administrative Reforms as Chairman, Director ATI and one expert from outside to identify and validate the practices.

9. The beneficiary State/UT Government or Central Training Institute are required to send the proposal/s to the DARPG. They would be required to furnish the following information while sending their proposals for documentation of various practices/initiatives in good governance (as per Annexure-I):

   i) Details of each practice/initiative in good governance;
   ii) whether the documentation for these initiatives will be undertaken by State Government itself or with the assistance of any professional agency after following due process of outsourcing the projects;
   iii) Total estimated expenditure likely to be incurred on documentation and dissemination.