



# BEST PRACTICES 2016

Compiled by Chief Minister's Good Governance Associates



TRANSFORMING HARYANA - PROGRESSING HARYANA



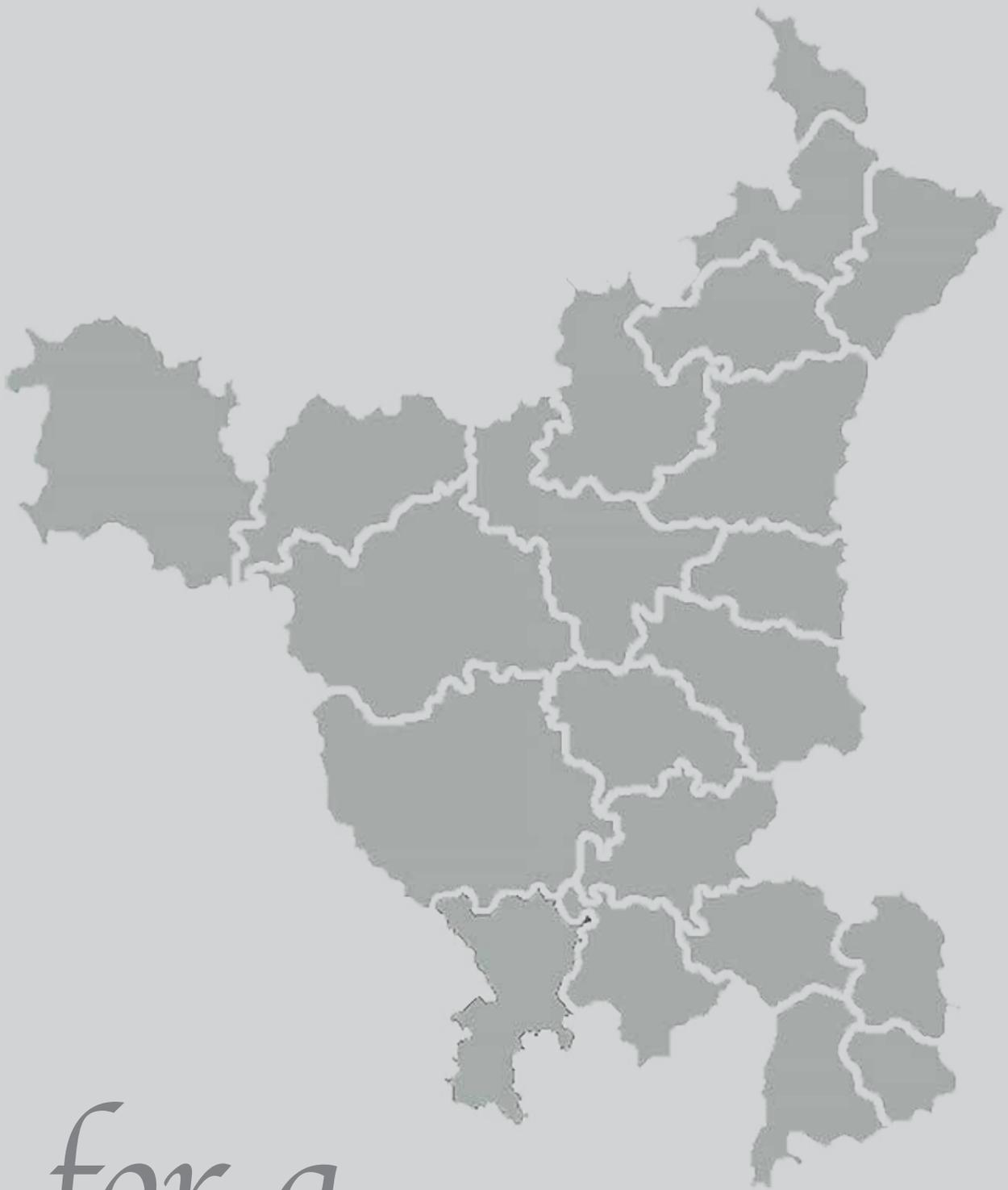




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*for a  
progressive  
Haryana*

# FOREWORD

It has been two years since I took over as Chief Minister of Haryana. While the state has seen a significant improvement in governance and administration, I believe that Haryana has the potential to be the most progressive and developed state in the country. It was with this vision that I brought in the Chief Minister's Good Governance Associates (CMGGAs) to work with the administration in all districts. With their novel ideas and youthful energy, I am confident that these young leaders will strengthen our governance and bring about meaningful change.

Haryana has been blessed with some of the most visionary and hardworking deputy commissioners in the country. They have implemented pioneering and innovative projects with unbelievable speed and success. Their work has created ripples of change in critical areas such as Beti Bachao Beti Padhao, Swachh Bharat Abhiyan, and Digital India campaigns.

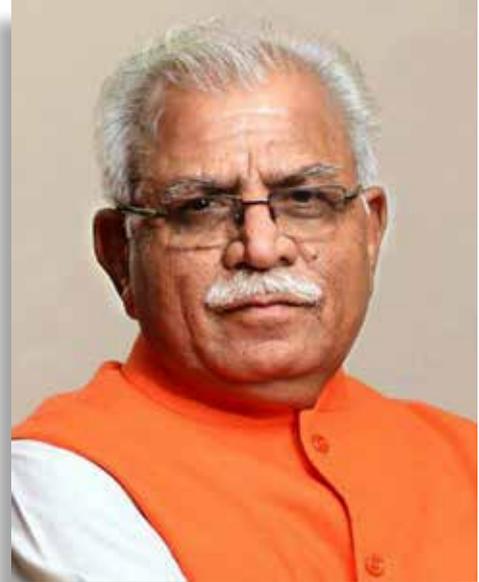
The CM's Associates not only assist these projects in various districts, but also enhance their reach, assess their social impact and document their best practices in a systematic manner. This compendium has been conceptualized to celebrate the remarkable achievements of these projects launched under the inspiring leadership of previous and current DCs and also to inspire other projects of this nature elsewhere in the state and the country.

The expertise and resources for the pioneering ideas presented in this book already exist within our state machinery. By replicating these ideas in new places, we can build a collective movement of positive change for making a better Haryana and a better India.

Jai Hind!

**Shri Manohar Lal**

**Chief Minister of Haryana**







# INTRODUCTION



The Chief Minister's Good Governance Associates was established with the objective of fostering good governance practices in the following fields: strategic planning, training and capacity building, development research and documentation, and knowledge management. To this end, the Government of Haryana formed a strategic collaboration with Ashoka University in January 2016 to launch a year-long immersive programme for the youth of the country.

The selected Associates will strive to

- Improve transparency, efficiency and service delivery across different schemes and departments
- Enable government to benefit from the enthusiasm, ideas and skills of committed young people
- Bridge the gap between government and civil society

As a part of this programme, the Associates would get to work closely with District Administrations and Commissioners for a period of one year. Ashoka University would manage key processes of the programme such as recruitment, orientation and mentoring of the Associates.

### SELECTION & ORIENTATION

With 1429 applications received in its very first year, CMGGA has generated a great deal of interest and enthusiasm amongst the youth of India. All applicants underwent a rigorous selection process over a 4 month period. The selection criteria included parameters such as demonstrated leadership skills, relevant work experience, adaptability to diverse contexts and a keen interest in governance and policy making.

The selected Associates started their journey with an intensive induction programme at Ashoka University, following which they reported to their assigned districts. At regular intervals, the Associates regroup at Ashoka University for ongoing support and professional development.

### TIMELINE

31 January 2016	The Government of Haryana signed MoU with Ashoka University
10 March 2016	Opened applications for the CMGGA Programme
March – May 2016	Conducted telephonic and personal interviews
25 May 2016	Announced the final list of 22 Associates
1 July 2016	Induction followed by district posting



## SCOPE OF WORK

**Work Modules:** structured projects assigned in consultation with various department officials and the Government of Haryana.

Some of the work modules assigned to the Associates include:

1. Best Practices - documenting best practices and identifying pilots to be implemented in their districts
2. CM Window - setting up and assisting on a weekly review of CM Window
3. Swachh Bharat Mission - conducting field visits and surveys to assess ODF campaigns
4. Beti Bachao Beti Padhao - conducting field visits, surveys and focused group discussions to identify causes of Low Sex Ratio at Birth
5. Mhara Gaon, Jagmag Gaon - conducting field visits, collecting data, and calculating AT&C losses for the Jagmag feeders
6. Registering & Licensing Authority (SDM Office) - studying the prevalent service delivery process, identifying issues and proposing suggestions to reduce inefficiencies
7. Common Services Centre (CSC) - identifying issues associated with the functioning of CSCs to ascertain their economic viability and propose solutions to address current gaps
8. Pilot and Scale-Up - piloting initiatives that can effectively address issues in their own district and have the potential to be scaled up at a state-level

**Department Diagnostics:** department specific projects that are assigned on a need basis.

**Supporting the Deputy Commissioner:** on-going support to the respective DCs based on district priorities.







# EDUCATION



# MEWAT MODEL SCHOOL

NUH, HARYANA



## BEST PRACTICE

A co-educational, English-medium school fully funded by the Haryana government, affiliated to the CBSE and run by the Mewat Development Authority (MDA).



## BACKGROUND

In 1982, the Government of Haryana set up 2 Bal Bhavan schools as a pilot project. Their objective was to make high-quality, English-medium education affordable and accessible to economically backward sections of society. In order to run these schools systematically, the The Mewat Model School Society was registered by the Government of Haryana in December 1984. Recognising the increasing demand for such schools, the society set up a total of 8 high-quality schools in the area.

Each of the Mewat Model Schools is well staffed and equipped with a library, clean and functional classrooms, adequate sports fields and playgrounds, science and computer laboratories as well as transport facilities.

### TIMELINES

- 1982 • Set up 2 Bal Bhavan schools in F.P. Jhirka and Nuh
- 1984 • Registered the Mewat Model School Society
- 1988 • Established 4 schools in Mewat
- Set up 2 residential schools for boys and girls at Madhi and Khanpur Ghati villages

## STAKEHOLDERS

- Children, parents and educators
- Education Department and various government officials
- Senior administrators and members of the Governing Body of Mewat Model School Society

## FINANCIAL MODEL

The Mewat Model Schools Society is funded by the Government of Haryana through the MDA to the extent of deficit.

The schools charge a nominal fee ranging from Rs 1,070 (Nursery) to Rs 2,250 (Std. 12) annually. SC/ST and girl students are exempted from paying the fee.

## IMPACT

The Mewat Model schools have employed a range of innovative teaching methods and invested in building sound infrastructure. These measures have led to a significant increase in total student strength: from a mere 154 students in 1984 to a current strength of 7,447 across the 8 schools in 2015-16. These schools have also demonstrated 100% academic success, with 1,04,282 students graduating till date.





## KURUKSHETRA, HARYANA

### BEST PRACTICE

Digitalisation of learning materials for a range of academic topics and skills.

### BACKGROUND

The idea of adding a corpus of digitalised learning material to the district library was conceptualized in September 2015 under the guidance of C.G. Rajini Kaanthan, former Deputy Commissioner of Kurukshetra. Within 2 months, a state-of-the-art e-library was set up on the ground floor of the library.

An e-learning software, developed by the National Informatics Centre (NIC), Kurukshetra, is available on 2 touch screens installed in the library. It caters to the curricular needs of students from Classes 6-10. It also helps students prepare for competitive exams and job interviews through a wide selection of learning materials and information on topics such as current affairs, banking, spoken English and job postings.

The e-library is open from 10:00 a.m. to 5:00 p.m. on all days except on Fridays and the month's last Saturday, when it remains closed for maintenance.



#### TIMELINES

- |                 |  |
|-----------------|--|
| SEPTEMBER 2015  | • Conceptualised the e-library             |
| 27 OCTOBER 2015 | • Inaugurated the e-library in Kurukshetra |
| APRIL 2016      | • Built a new user base of 197 students    |

### FINANCIAL MODEL

The entire cost of building the e-library was borne by the District Administration, with the NIC bearing the cost of 1 projector and 2 touchscreens. To fund the renovation of the ground floor, Rs 36 lac was spent by the District Information Technology Society (DITS).

After an initial refundable deposit of Rs 500, the library charges a monthly fee of Rs 100 to all its users. This amount is collected by the DITS and not the library itself.

### IMPACT

Even before its formal inauguration, 136 users had already registered for the e-library service. Within 6 months of its launch, the e-library added 61 new members.

This timely, technology-friendly intervention attracts the maximum number of users within the age bracket of 19-26, including students preparing for competitive exams. This technology has proved to be of enormous use to those looking for the most up-to-date and relevant information about the world, accessible at the click of a button.





## KARNAL, HARYANA

### BEST PRACTICE

Empowering private schools to adopt government schools in order to enhance the overall teaching and learning experience in government schools.



### BACKGROUND

School Mitra was founded in March 2016 by Karnal Vikas Nidhi, an independent trust committed to the holistic development of the Karnal district. It was formulated to bridge the existing socio-economic gap between government and private schools in the district.

This initiative allows private schools to adopt government school and resolve various issues such as the shortage of teaching and non-teaching staff, lack of basic amenities and recreational activities. Karnal Vikas Nidhi designed the school adoption programme for the academic year of 2016-17. Subsequently, the action plan was formulated for each of the 20 government schools adopted by the 14 private schools in consultation with Karnal Vikas Nidhi. The private schools began implementing the chosen interventions in the government schools from March onwards.

#### TIMELINES

- |                |  |
|----------------|--|
| JANUARY 2016   | • Karnal Vikas Nidhi conducted information and orientation workshops |
| FEBRUARY 2016  | • Submitted and finalised the action plan for school adoption        |
| MARCH 2016     | • Implemented the action plan for 20 government schools              |
| SEPTEMBER 2016 | • Conducted the first evaluation and impact assessment               |

### STAKEHOLDERS

- The 20 Government schools and 14 private schools participating in this programme
- Senior administration of the Karnal Vikas Nidhi and the District Administration

### FINANCIAL MODEL

This programme is funded entirely by the Karnal Vikas Nidhi. The total costs, including information and orientation workshops, local conveyance, and the first launch of the School Mitra programme amounted to Rs 20,000.

### IMPACT

The school adoption interventions are divided into two categories, one focused on improving learning and the other on improving facilities of the adopted government schools. 6000 students have benefitted in the 20 government schools adopted by the private schools under School Mitra. Aided by the private schools and the goodwill of the community, Karnal Vikas Nidhi hopes to scale up the School Mitra programme and increase the reach and impact of this pioneering intervention.





## JHAJJAR, HARYANA

### BEST PRACTICE

Establishing a high-quality institution for special needs students through proactive leadership and community participation.

### BACKGROUND

Savera School was conceived by Ajit Balaji, the former DC of Jhajjar with the pioneering vision to establish a school for children with special needs in Jhajjar. Children with mild, moderate and severe mental disabilities can be admitted to Savera School. This school is run entirely through community participation and takes financial assistance from the government solely for funding staff salaries through the District Council for Child Welfare.



#### TIMELINES

- |               |   |  |
|---------------|---|--|
| DECEMBER 2012 | • | Conceptualised the project and held meetings with stakeholders |
| JANUARY 2013  | • | Started construction through community participation           |
| APRIL 2013    | • | Completed the hostel building                                  |
| 13 APRIL 2013 | • | Inaugurated by the former CM, B.S. Hooda                       |

### STAKEHOLDERS

- Special needs students and parents, teacher and DEO
- District Administration, District Council for Child Welfare and Gram Sabhas
- DC, DPRO, DDPO, Gram Panchayats and Sarpanches
- Funders such as private companies, local industrialists and businessmen
- XEN Panchayat Raj and team

### FINANCIAL MODEL

Savera School was established with a capex of Rs 1.25 crore generated through the Gram Sabhas and individual donations. The District Administration, local industrialists, representatives of the society and the Gram Sabhas bore the entire cost of the construction of the building.

### IMPACT

Savera School has been instrumental in bringing special-needs children out of their homes and teaching them life skills in a positive environment. The initiative has been welcomed by parents in both rural and urban areas. 81 special-needs children are enrolled at Savera School currently.

Various activities are conducted to teach life skills and vocational skills to the students. Regular sports meets and physiotherapy sessions are also organised in order to cater to the physical health of the children. In a district like Jhajjar which has never had such an institution, Savera School is a one-of-a-kind initiative that effectively addresses this gap by mobilising community participation.





## PANIPAT, HARYANA

### BEST PRACTICE

Supplementing classroom learning using Information & Communication Technology (ICT) powered by Smart School Tutor to enhance classroom experience.



### BACKGROUND

The SMART classroom intervention is a pilot project by the Sarpanch of Jhattipur village along with the Headmaster of the Government Senior Secondary School, Jhattipur. Their vision was to supplement classroom learning using sophisticated ICT practices powered by Smart School Tutor.

The video teaching modules used in the SMART classroom are linked to the NCERT curriculum and are bilingual (in Hindi and English) so children can easily understand the information presented. The modules for Class 1 to 10 include the basics of all the subjects –English, Mathematics, Natural Sciences, Social Sciences, Hindi and Sanskrit. The videos enable teachers to reinforce key concepts and help students review the content learned in class.

#### TIMELINES

JUNE 2016

- Smart School Tutor software installed in the school
- Conducted a 2-day training programme for teachers regarding the operational details of the software.

### STAKEHOLDERS

- The Sarpanch, school Headmaster, teachers and students

### FINANCIAL MODEL

The total cost of the SMART classroom, Rs 1,30,000, is borne by the Sarpanch of Jhattipur village. This cost includes the software, the annual renewal fee, laptops, projectors and invertors.

### IMPACT

Since the project is in its early days, it is difficult to estimate its overall quantitative impact. However, a substantial number of students have reported better retention of concepts, improved practice for exams through the availability of question banks and a superior understanding of Science-related topics.

ICT in learning has been a core component of the NCERT's vision for education in the country, particularly in the rural areas of Haryana. Its implementation has been made possible by the commitment and leadership of the Sarpanch and the school teachers.





## REWARI, HARYANA

### BEST PRACTICE

Engaging young professionals to provide mentoring and career guidance to students appearing in engineering and medical entrance examinations.



### BACKGROUND

In early 2013, a couple of IIT-Delhi graduates started conducting free coaching classes for students in a park near the District Bal Bhawan, Rewari. Their initiative was spotted by the District Child Welfare Department Assistant Project Officer, who offered them the opportunity to collaborate with the District Administration and avail of the latter's support.

Their brainchild, Vikalpa, was started with a vision to provide high-quality coaching to students from Rewari for the IIT-JEE and the AIPMT. This initiative provides free coaching to selected students from government schools, and charges Rs 9,000 per month to students from private schools. Currently, Vikalpa is training 100 students, of which 23 are from government schools.

#### TIMELINES

- |              |   |
|--------------|---|
| AUGUST 2013  | • Conducted preliminary coaching of students at the Bal Bhawan park |
| OCTOBER 2013 | • Shifted Vikalpa's classes to a classroom in Bal Bhawan            |
| JUNE 2016    | • Established a permanent building for Vikalpa                      |
| JULY 2016    | • Formal MoU signed between Vikalpa with the Rewari District        |
| 9 JULY 2016  | • Conducted screening tests across Haryana                          |

### STAKEHOLDERS

- Assistant Project Officer of the Child Welfare Department
- District Magistrate
- Mr. Pradeep Sansanwal, Vikalpa Coordinator

### FINANCIAL MODEL

In 2015-16, the District Administration spent approximately Rs 1,00,000 on printing materials such as test papers, books and pamphlets and towards renting infrastructure.

### IMPACT

Within a short time, Vikalpa has managed to put deserving students on a transformational life path.

In 2014, out of 30 students trained over a 4 month period, 1 student successfully cracked the IIT-JEE entrance examinations. In the same year, out of 18 students trained over the full year, 15 students were admitted to the IITs, 2 students to the NIET, and 1 student to DTU. In 2015, out of 35 students trained over the full year, 29 students were admitted to IITs, 1 student to DTU, and 1 student to AIIMS, Delhi.







# ENVIRONMENT



# TRANSPLANTATION OF OLD TREES



## HISAR, HARYANA

### BEST PRACTICE

Protection of 15-20 year old trees for the preservation of the environment and landscape.

### BACKGROUND

In order to curtail the practice of felling old trees in the name of infrastructure development, the transplantation of such trees was carried out by Guru Jambheshwar University (GJU), Hisar. Usually, two people manually dig the soil around the tree to a depth of 4-6 feet and replace the lost soil with sand from the Yamuna, supplemented with required nutrients. While the tree awaits transplantation, preparatory digging takes place at the new location of the tree. The old tree is mechanically lifted, with its roots tied to the soil with the help of poly sacks, and successfully transplanted in the new location.

Three to four people are required to accomplish one instance of transplantation which could take anywhere between 3-4 months in total. The first phase of transplantations was carried out in March 2009 during which 15-25-year old Date Palm trees and a 15-year old Banyan (Bargad) tree were transplanted. Currently, this is a practice followed within the campus of GJU alone without any involvement of the state or central government.



### TIMELINES

- JANUARY 2009 • GJU conceptualised the intervention
- MARCH 2009 • Transplantation of matured Date Palm trees and one Banyan tree.
- APRIL 2009 onwards • The practice continues till date

### STAKEHOLDERS

- University Works Department and Senior Administration of Guru Jambheshwar University of Science & Technology

### FINANCIAL MODEL

The approximate cost of transplantation of one tree is Rs. 1500-2000. This expenditure is borne entirely by GJU.

### IMPACT

A total of 130 Date Palm trees and one Banyan (Bargad) tree have been transplanted since 2009 with a success rate of 80%, i.e. around 104 out of 130 have survived. This initiative received massive coverage by local media because such an innovative intervention has a powerful role to play in preserving the delicate ecological balance and combating global climate change.



# CONSTRUCTION OF VERMICOMPOST BEDS



## PANIPAT, HARYANA

### BEST PRACTICE

Creating Vermicompost beds as a sustainable and environment-friendly technique for the efficient and resourceful management of solid wastes.



### BACKGROUND

In order to manage solid organic wastes effectively, the district administration of Panipat encouraged farmers to take up vermicomposting.

Vermicomposting refers to the use of earthworms for the composting of organic residues to yield manure that is rich in nutrients and useful flora. The excreta (castings) of the worms are rich in nitrate, and available forms of sodium, potassium, calcium and magnesium. The presence of earthworms also promotes the growth of bacteria and actinomycetes.

#### TIMELINES

FEB - MAY 2016

- Introduced vermicomposting to the Sarpanches of different blocks
- Farmers from Seenkh village volunteered to construct vermicompost beds

### STAKEHOLDERS

- ADC and his office staff
- Village Panchayat and individual farmers who have taken the initiative

### FINANCIAL MODEL

Since this is a voluntary initiative, 60% of the cost of the project is borne by the farmer while the rest is borne by the Panchayat. The cost-sharing aspect of this eco-friendly initiative is encouraging more farmers to take up the project and contribute to the health of the agricultural environment.

### IMPACT

Vermicomposting greatly improves soil aeration and increases the number of earthworms already present in the soil. As a result, the water-holding capacity of the soil is exponentially increased. This innovative conversion of bio-wastes to useful resource reduces the flow of wastes into landfills, and also reduces contamination of other recyclables collected in a single bin.

Additionally, the practice of vermicomposting has led to the creation of low-skill jobs. This intervention offers an excellent income generating opportunity to farmers who sell the manure at Rs 4.5 per kg, thus making a sizeable income off the produce of the compost beds.



# RAINWATER HARVESTING SYSTEM

## MAHENDRAGARH, HARYANA



### BEST PRACTICE

Installation of rainwater harvesting systems on large rooftops of government schools to recharge local groundwater in rain-fed areas of Mahendragarh.

### BACKGROUND

Due to massive exploitation of groundwater for both agricultural and domestic purposes, the water-table in the Mahendragarh district has been dangerously depleted, rendering several tube-wells unusable. One way of conserving water is by harvesting rainwater and storing it or sending it into the ground to recharge the water-table. To that end, the Integrated Watershed Management Programme (IWMP) is being implemented by the state in designated rain-fed areas such as Mahendragarh. The District Administration conceived the idea of using the rooftops of government schools since they have a large surface area to capture and harness rainwater.

#### TIMELINES

- |               |   |
|---------------|---|
| JULY 2014     | • Conducted initial survey and prepared estimates |
| AUGUST 2014   | • Approval granted by District Administration     |
| OCTOBER 2014  | • Constructed injection wells                     |
| FEBRUARY 2015 | • Completed the construction                      |

### STAKEHOLDERS

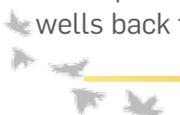
- Funding agencies such as the Ministry of Rural Development, IWMP, DRDA, Village Watershed Committee and Watershed Development Team (WDT)
- Executive agencies such as State Level Nodal Agency and the Village Level Watershed Committee
- Implementing Agencies such as the Assistant Soil Conservation Officer
- Institutional knowledge partners such as SLNA, ADC and other experts
- Impact assessment agency such as the Groundwater Cell of the Agriculture Department

### FINANCIAL MODEL

The total district budget allocated to the Integrated Watershed Management Program (IWMP) is Rs 33.5 crore, in a center-state sharing ratio of 60:40. As of now, Rs 8.5 crore has been released to the district for various IWMP works, as the work happens in stages.

### IMPACT

The quantitative impact of this intervention will be assessed by conducting tests to gauge the level of groundwater in existing wells. There was no change in the level of groundwater last year as there was only 150 mm of total rainfall. The District Administration and the farming community are hopeful that this timely intervention will help recharge the water-table and bring dried earthen wells back to life.



# 10

## MAKING FAZILPUR POLYTHENE FREE

### GURUGRAM, HARYANA



#### BEST PRACTICE

Making the village Fazilpur polyethene-free through community engagement and converting it into a model village under the Swachh Bharat Abhiyaan campaign.

#### BACKGROUND

Fazilpur Badli, a village in Gurugram, has been plagued by an abundance of polythene bags on every street. The new Sarpanch, Govind ji, decided to make Fazilpur free from polythene usage and convert it into a model village under the Swachh Bharat campaign. The Red Cross Society of Gurugram lent their support and started this initiative in July 2016.

All the polythene material in the village was collected in a cleanup drive under the leadership of Shamsunder ji of the Red Cross Society, and the Sarpanch of the village. All the households of Fazilpur were provided cloth bags made by prison inmates at a nominal rate of Rs 8 per bag. The project of making Fazilpur a polyethene-free village took approximately 40 days.

#### TIMELINES

- |                |   |
|----------------|---|
| JUN - JUL 2016 | • Planned and activated the youth club (10 days)                                |
| PHASE 1        | • Cleaning drive in the village through community engagement (3 days)           |
| PHASE 2        | • Made households polythene free (5-10 days)                                    |
| PHASE 3        | • Planted tulsi plants in the name of girl child in every household (5-10 days) |
| PHASE 4        | • Awarded driving licenses to village women as an additional activity           |

#### STAKEHOLDERS

- Village community and the youth club
- Secretary of Red Cross
- District Jail and its inmates
- District Administration (SDM and DC)

#### FINANCIAL MODEL

The only major expense incurred during this project was the cost of the machines needed to make cloth bags. 50 machines, each costing around Rs 10,000 were funded entirely by the MCG and given to the prison inmates.

#### IMPACT

More than 90% of the households of the village have been declared polythene-free after the intervention. The initiative was recognized by the Central Government on Independence Day, and awarded for its vision and efficiency. This intervention, aimed at enhancing the health of the environment and the people, is an excellent example of the scope of the Swachh Bharat Abhiyaan campaign.







# GOVERNANCE



# CITY UNDER CCTV EYE

## JHAJJAR, HARYANA



### BEST PRACTICE

Installation of CCTV cameras at high risk spots in the district through community participation and police guidance.

### BACKGROUND

The installation of CCTV cameras in public locations is a novel concept, even in urban India. City Under CCTV Eye is therefore, a pioneering step towards prevention of crime, monitoring of public spaces and ensuring the safety of citizens. This initiative was developed and launched under the leadership of Mr. Jashandeep Singh Randhawa, the S.P. of Jhajjar, in the urban areas of the district such as Jhajjar city, Bahadurgarh and Beri sub division.



#### TIMELINES

- |                |  |
|----------------|--|
| MAY 2016       | <ul style="list-style-type: none"> <li>• Conceptualised the project</li> <li>• Conducted research to assess the quality of existing surveillance devices</li> <li>• Generated media publicity and ran awareness campaigns</li> </ul> |
| JUNE 2016      | <ul style="list-style-type: none"> <li>• Persuaded key stakeholders to install high-quality cameras at critical junctures</li> </ul>   |
| JUN - JUL 2016 | <ul style="list-style-type: none"> <li>• Successfully covered 25 locations under CCTV surveillance</li> </ul>  |

### STAKEHOLDERS

- Police Station in-charge, SP and DSP, Sarpanches and Counsellors
- Business owners, petrol pump owners, school managements, banks and house owners at entry and exit points of main roads

### FINANCIAL MODEL

All the cameras installed so far have been funded by individuals and private business owners with no government funding. Each camera with 2 Mega Pixel HD night vision costs approximately Rs 5000-6000. Usually a stakeholder installs 3-4 cameras depending on the location and requirement. Hence, the budget amounts to Rs 15,000-24,000 per stakeholder.

### IMPACT

With 110 high-quality CCTV cameras installed across 25 locations in a span of 2 months, this project has created visible impact within the community. The cameras have already helped the police identify criminals and miscreants. Several public officials as well as local residents and business owners have come forward to support this initiative.



# 12

## VILLAGE NIGHT CAMP

### FARIDABAD, HARYANA



#### BEST PRACTICE

The office of the District Commissioner (DC) facilitates instant delivery of government services at the doorstep of villagers, thus bridging the gap between the administration and citizens.

#### BACKGROUND

The former DC of Kaithal, Mr. Chander Shekhar, launched the concept of the Village Night Camp in August 2012. In this camp, the administration interacts with the villagers in an 'Open Darbar' and resolves issues through local participation. A list of grievances and demands is presented by the Sarpanch of the village to the office of the DC. The office of the DC then gives its approval for feasible redressals and demands, directing officers of concerned departments to take action within a stipulated period.

#### TIMELINES

- |               |   |
|---------------|---|
| JANUARY 2016  | • Completed election of new panchayats in villages  |
| FEBRUARY 2016 | • DC called an induction meeting of the 116 new sarpanches  |
| MARCH 2016    | • Conducted a 5-day workshop in Nilokheri for all sarpanches to apprise them of the government's flagship schemes |
| APRIL 2016    | • Selected Lalpur and Mirzapur villages for the first and second Night Camp                                       |

#### FINANCIAL MODEL

The Village Panchayat organizes the event and bears the cost which includes renting of furniture, lights, fans etc.

#### IMPACT

In Faridabad, Night Camps were held in 9 villages, administering 65 services to a total of 50,361 beneficiaries in 2016. The services range from registration of aadhar cards, voter IDs, ration cards, birth and death certificates, health check-ups to opening of bank accounts, approval of loans, sale of fertilizers and seeds and obtaining electricity and water connections.

The direct impact of this initiative has been the reduction of burden on government centres and facilities with high footfall and the engagement and participation of village panchayats. In addition, the project has yielded indirect social benefits such as the shunning of *purdah* by women in order to participate in these camps; fostering a healthy sense of competition amongst village sarpanches to resolve issues; and promoting a sense of ownership amongst the villagers.



# DAK MANAGEMENT SYSTEM



## JIND, HARYANA

### BEST PRACTICE

An online portal through which the Deputy Commissioner marks tasks to his/her junior officers and monitors their responses.

### BACKGROUND

The idea was conceptualized by DC Vinay Singh in January 2016 to address the lack of a mechanism to keep track of all urgent daks/ tasks that were forwarded to his junior officials. The system was designed in-house by the National Informatics Centre (NIC) and locally hosted at ejind.in.

In this system, urgent daks and new tasks are sent out to the concerned official with a target date set against each. Action Taken Reports (ATRs) are approved or sent back for clarification while reminders are sent through SMSs and emails. The portal keeps the entire file history in a single location for the DC's perusal at all times. The functioning of the portal involves the online "Allotment of Task" option, a "Dashboard" to monitor pending and completed tasks, a department-wise list of pending tasks with a reminder facility and a comprehensive file history of completed tasks.

#### TIMELINES

- |                |  |
|----------------|--|
| JANUARY 2016   | • Conceptualised the project and designed the portal |
| FEB - MAY 2016 | • Trained operators and implemented the system       |

### FINANCIAL MODEL

There was no external cost involved as the district NIC team took responsibility for the development and maintenance of the system in-house. The portal was hosted on the local server of NIC, thus no web-hosting cost was incurred.

### IMPACT

With the help of the portal, the DC is able to track action on tasks allocated by him, approve replies for further clarification, observe the performance of each officer against the work allotted and send them reminders whenever necessary. A total of 361 tasks have been allotted to various officers as on August 22, 2016. 155 tasks have been completed and 206 are pending reply. The major impact of this intervention, therefore, has been the substantive increase in transparency, and an admirable efficiency in the movement of office files.





## YAMUNA NAGAR, HARYANA

### BEST PRACTICE

Leveraging technology to provide a variety of services and create an effortless grievance redressal mechanism for citizens.



### BACKGROUND

In order to facilitate the timely and efficient delivery of services to its citizens, the Government of Haryana initiated a technology-based solution in 2011. To this end, the NIC of Yamuna Nagar developed a web portal called "Jansahayak" which was designed to provide 15 sets of 36 identified services to citizens. The portal contains downloadable e-forms along with checklists, procedures, instructions, fee structures and details concerning workflow. It facilitates the online filling of application forms and alerts the citizens on the status of their applications. These applications are easily accessible through the Jansahayak webpage at [www.Jansahayak.gov.in](http://www.Jansahayak.gov.in). For recognizing and implementing pioneering e-governance initiatives in India, Jansahayak was honoured with the CSI Nihilent E-Governance award in 2012-13.

#### TIMELINES

- |               |   |
|---------------|---|
| 7 JUNE 2011   | • Administrative Reforms Department issued a notification addressing the need for a web portal to streamline the delivery of services and grievance redressal |
| DECEMBER 2011 | • NIC (Yamuna Nagar) developed the web portal, Jansahayak   |
| JANUARY 2012  | • Implementation and use of Jansahayak – ongoing  |

### FINANCIAL MODEL

The NIC (Yamuna Nagar) was a part of the Task Force that was constituted to streamline the processes of service delivery. NIC invested laudable efforts into developing Jansahayak in-house with no additional funds, relying on existing resources alone.

### IMPACT

Jansahayak was developed with a vision to spread awareness among citizens, on the one hand about services that can be availed by them and on the other, to pressurize concerned authorities into delivering the same as effectively and swiftly as possible. Using Jansahayak, citizens need not visit the office of the issuing authority but can avail services, lodge complaints, and check the status of services promised and grievances filed. All of the 22,11,590 applications received through Jansahayak have been processed.

Although the web portal is not currently operational, it has an immense, far-reaching potential to provide crucial services to citizens in an effortless manner.



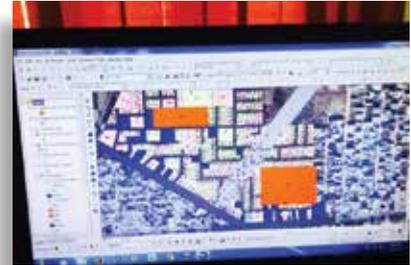
# GEOGRAPHICAL INFORMATION SYSTEM

## ROHTAK, HARYANA



### BEST PRACTICE

Implementing a GIS that digitizes vast amounts of unconsolidated data related to land and property in Rohtak, primarily used by the Municipal Corporation of Rohtak (MCR).



### BACKGROUND

In a district such as Rohtak, where property disputes are a frequent occurrence, the MCR recognised the need to map all data related to land and property in order to access and assess important information with ease. This initiative was a result of the collective effort of K.K. Vasney, Assistant Town Planner at the MCR, and Sultan Singh, Senior Scientist at the Haryana Space Application Centre (HSAC), Hisar.

A unique Geographical Information System (GIS) was created to provide all information related to property and land in a digitised format. The GIS tracks the use of existing land and other facilities such as sewage and water pipelines, and consolidates relevant data on request.

#### TIMELINES

- |               |  |
|---------------|--|
| DECEMBER 2013 | • Idea for a unique GIS was approved for implementation  |
| FEBRUARY 2014 | • GIC Lab was set up by the HSAC with funds received from the MCR                                    |
| DECEMBER 2014 | • Completed the process of integrating basic boundary data given by the MCR                          |
| 2015          | • Developed the system further by integrating digitised information of different types of properties |
| AUGUST 2016   | • Completed the digitisation and interlinking of 95% of information fed into the GIS                 |

### IMPACT

The biggest achievement of the GIS has been the consolidation of a vast amount of hitherto unconsolidated data related to property and land in Rohtak district. By indexing each property with a unique ID and digitising it, this timely intervention ensures that information related to any property is just a click away. The vision of the GIS is to link property-related data of the entire district to the revenue records. This will also make the revenue collection system substantially more effective.

For his idea and effort, Sultan Singh, Senior Scientist at HSAC, received a letter of appreciation by the Haryana State on Republic Day in 2016.



# 16

## MC SONIPAT, MOBILE APPLICATION



### SONIPAT, HARYANA

#### BEST PRACTICE

A mobile application that improves efficiency of the District Administration by creating a platform for the quick registration and redressal of citizens' grievances.

#### BACKGROUND

In order to streamline the process of resolving issues faced by citizens, the "MC Sonipat" mobile application was developed under the guidance of the commissioner of the Municipal Corporation of Sonipat, Ashwini Maingi. The application has multiple functions ranging from grievance redressal to facilitation of internal communication between the officials of the municipal corporation, and being a database for a variety of goods and services.



The Grievance Redressal portal allows citizens to file a complaint, track the status of their complaint and even contact the relevant official in-charge directly. Upon redressal, an automated message is sent to the complainants on their mobile phones.

The Internal Communication portal contains contact numbers of all officials to facilitate communication between various departments.

The Database Management portal contains a comprehensive status report of all tasks registered. It also includes a list of villages, parks, toilets, libraries and chowks, each of which has a unique ID and is geo-referenced.

#### TIMELINES

JUNE 2016

- Began development of the app
- App was functional and ready for public use

#### FINANCIAL MODEL

The total cost of the project was Rs 4 lac, of which Rs 3 lac were utilised for the development of the application for Android and iOS platforms. Rs 1 lac is the recurring yearly fee for the maintenance of this application which includes hosting, renewal and other efforts of the developing team.

#### IMPACT

In just one month, the MC Sonipat mobile application received 1400 grievances out of which 800 have been resolved so far. The application also acts a treasure trove of information and relevant updates useful to the general public. This simple, user-friendly platform has therefore, vastly improved the relationship between the general public and the municipal corporation.



# CAR FREE DAY



## GURUGRAM, HARYANA

### BEST PRACTICE

Car Free Day (CFD) is a voluntary initiative wherein residents of Gurugram give up the use of cars every Tuesday and use non-motorised vehicles or public transport to reduce traffic congestion and pollution.



### BACKGROUND

CFD began as an initiative to encourage commuters to give up the use of personal vehicles to reduce travel time, improve efficiency and keep pollution in check. Gurugram has 232 cars and two-wheelers per 1,000 people, higher than the averages of both Chandigarh and Delhi.

The first CFD in Gurugram was observed on September 22, 2015, by all administrative departments including the DC office, HUDA, MCG, Police and the Judiciary in Gurugram. Corporate employees also signed up to use the Metro or alternatives such as car pools or bicycles. The Gurugram Police has played an active role in taking this movement forward and organising a weekly awareness campaign.

#### TIMELINES

- AUGUST 2015 • Gurugram Police announced the first CFD
- 22 SEPTEMBER 2015 • Implemented the first CFD in Gurugram
- 30 AUGUST 2016 • Celebrated Gurugram's 50th CFD

### FINANCIAL MODEL

The only major expenditure incurred was during the awareness campaign before the first CFD and for the funding of alternative modes of public transport. Thereafter, a minimal amount goes toward funding bicycles for awareness campaigns.

### IMPACT

The immediate impact of the CFD has been a 21% drop in air pollution in Cyber City as of September 2015. There has been a 25-30% reduction in cars in all four corridors of Gurugram, pointing to an 85% success of the initiative. Every CFD on an average sees 10,000 fewer cars on the road, with a 10-60% increase in the usage of public transport.

Gurugram became the first Indian city to implement CFD and has been appreciated globally as one amongst 40 cities across the world that conduct CFDs. The State Government accelerated the process by approving the expansion of the city bus service and approving the construction of cycle tracks. This pioneering intervention has led to a widespread awareness around environmental issues in schools, corporate offices, public agencies, and Resident Welfare Associations.



# HARYANA INTEGRATED SYSTEM OF STATISTICS



## KURUKSHETRA, HARYANA

### BEST PRACTICE

The statistics corresponding to different departments of the District Administration published by the Department of Economic and Statistical Analysis (DESA) are now available on a single touch screen.



### BACKGROUND

Since the formation of the state of Haryana in 1966, the DESA has been compiling data that is of utmost importance for the planning and development of the state. While the data was published in the form of a book and was available upon request, it became difficult to keep the editions accessible, particularly to students who required such data for research purposes. A solution to this persistent problem was the creation of the Haryana Integrated System of Statistics (HISS), a web-based compilation of all data published by the DESA from 1966 till 2014.

The HISS touch screen, located on the 4th floor of the Mini Secretariat outside the office of District Statistical Officer, can be used by anybody, free of charge. The HISS has multiple sections under which the user can search for detailed information; these include the Statistical Abstract - Haryana, Census of Haryana Government Employees, Economic Census, Population Census and the District Gazetteer.

#### TIMELINES

- NOVEMBER 2014 • Conceptualised the HISS under the leadership of C.G. Rajini Kaanthan, former Deputy Commissioner of Kurukshetra
- DEC 2014 - JAN 2015 • The National Informatics Centre (NIC) developed the HISS by digitalizing databases of all previous editions
- 28 JANUARY, 2015 • Inaugurated the HISS touch screen

### FINANCIAL MODEL

The only cost incurred in the development of the HISS was that of the touch screen (Rs 60,000) which was borne by the District Information Technology Society (DITS). An old computer system already existing in the DESA was put to use and the NIC provided a scanner for the digitalisation of the hard-copies of old documents.

### IMPACT

Before the introduction of the HISS, a number of students visited the DESA and found it difficult to access relevant data. The installation of the HISS touch screen has doubled the footfall since it is a one-stop, independent and efficient technological intervention that facilitates the easy access of important and relevant data.





## GURUGRAM, HARYANA

### BEST PRACTICE

Improving urban planning and assisting the district administration through the use of modern technology.

### BACKGROUND

Project Udaan is a pilot project to explore the advancements in Remote Sensing and Geographical Information Systems (GIS) using Unmanned Aerial vehicles (UAVs) for the regular monitoring of Gurugram district. Project Udaan aims at getting real-time information in terms of high resolution images of an area taken by UAVs and using that data for decision-making. All the data collected is linked with other relevant information. For example, plots of an area are given unique identification numbers to make it easier to generate the property tax of each plot.

The Haryana Space Application Centre (HARSAC) provides the technical resources and infrastructure to manage and provide information. The major objectives of Project Udaan are to modernise land records and facilitate the collection of property taxes in Sohna. The secondary applications are in the areas of urban planning, disaster management, utilities mapping, water resource mapping and monitoring encroachments.



#### TIMELINES

- |               |  |
|---------------|--|
| FEBRUARY 2015 | • The High Level Monitoring Committee (HLMC) approved Project Udaan                |
| JUNE 2015     | • Paid the mobilization advance  |
| NOVEMBER 2015 | • Commenced imaging by UAVs and police protection provided by local administration |

### FINANCIAL MODEL

The total cost of the project was estimated to be Rs 1.14 crore, out of which Rs 1 crore was funded via District Innovation Funds (DIF) and Rs 14 lac was contributed by the Science & Technology Park, Pune.

### IMPACT

The data produced by GIS mapping is currently being used in the mapping of Sohna tehsil, the property tax mapping of Sohna town and for the survey of unauthorized colonies. The data also finds use in the delineation of different types of electric lines and transformers of the power grid of the selected area. Project Udaan offers a sophisticated level of mapping that was not possible through available remote sensing satellites and is therefore, a major step forward in harnessing technology for development and urban planning.



# 20

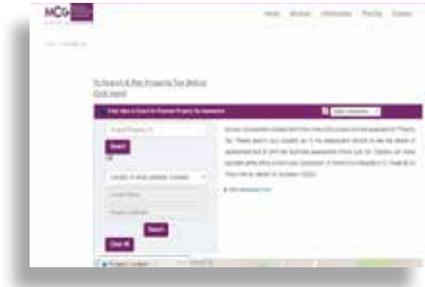
## ONLINE PAYMENT OF PROPERTY TAX

### GURUGRAM, HARYANA



#### BEST PRACTICE

Online payment of property tax on the government website along with the availability of bills that were earlier distributed by private vendors.



#### BACKGROUND

The online property tax payment portal was launched in order to assign unique property identification codes for every property in Gurugram and simplify the process of tax payment. All tax-payers are mapped through a Geographical Information System (GIS) with a unique ID. This simplified method is user friendly as it offers online and offline help and only takes 2 to 3 minutes. It monitors and updates property tax arrears and penalties. It also helps in the dynamic calculation of late fees/interest amount. One can assess the taxes for their respective properties and pay it online at mcg.gov.in or download the relevant details and pay at the bank.

#### TIMELINES

- DECEMBER 2015 • Conceptualised a GIS-based property tax visibility
- MAY 2016 • Approved the online portal
- JULY 2016 • Installed GIS-based visibility of property units & property tax bills on MCG website
- AUGUST 2016 • Commenced online payment of property tax

#### FINANCIAL MODEL

The system is funded entirely by the Municipal Corporation of Gurugram (MCG). In 2011, the MCG was paying Rs 25 per unit per annum to the CE Infosystem for the generation & distribution of property tax bills. Now, for the online system, it is paying Rs 27 per unit per annum along with the GIS mapping of all the properties which can be seen on the website. The total revenue generated during April 2015 to March 2016 through online collection was Rs 26,58,89,508 whereas through cash/demand draft was Rs. 358,61,89,222.

#### IMPACT

The major impact of this initiative has been an increase in revenue generation. 30-40% of tax-payers now use this online service. The time saved by a tax-payer using the online portal has been a substantial cause for the increase in the use of the portal. Another impact of this intervention has been the reduction in the number of objections related to non-payment of property tax bill to nearly zero.



# 21

## COMMUNITY LIAISON GROUP

### KARNAL, HARYANA



#### BEST PRACTICE

Community liaison groups formed by the Karnal Police Department to engage the community in aiding the police and to bridge the gap between society and the Police Department.



#### BACKGROUND

Community liaison groups (CLGs) were formed in 2012 under the Haryana Police Act 25 of 2007, Rule 12 (4). The key objectives of this initiative were to take the community's help in redressing non-cognisable crime and to get timely information of any crime, suspected person or article. As a pilot, it commenced in 2 police stations; Civil Line and City Karnal. The CLGs were formed on the beat system pattern and the members of the CLGs were typically selected from the same area. Adequate representation of women and marginalised sections was ensured in the selection procedure. As a part of this initiative, case records are maintained systematically and regular updates are shared with the respective SHO. This project scaled up to all police stations of Karnal in 2015.

#### TIMELINES

- SEPTEMBER 2012 • Released advertisement, scrutinised applications and selected final CLG members
- NOVEMBER 2012 • Conducted sensitization and training programmes for CLGs
- JULY 2015 • Scaled up to all police stations of Karnal

#### FINANCIAL MODEL

The initiative does not incur any cost because the CLG members are working voluntarily and utilizing the existing resources of the Police Department.

#### IMPACT

Every police station in Karnal currently has CLGs. Since 2015, close to 1400 non-cognizable cases were assigned, out of which 987 were settled amicably by the CLGs. The rest of the cases are in progress. Most of the cases were related to property, finances, illegal possession of land, family disputes, threat and theft. The intervention has been successful in acting as a bridge between civil society and the Police Department in the maintenance of law and order.

This impact of this initiative was recognised and published in The Tribune in 2015.



# 22

## RAAHGIRI DAY



### GURUGRAM, HARYANA

#### BEST PRACTICE

A weekly street event to give citizens the opportunity to reclaim their streets, connect with their community and celebrate their city, without the interference of motorised traffic.



#### BACKGROUND

According to a government report from 2010, Gurugram had only 23% footpaths and 0% cycle tracks. Raahgiri Day was organised to demand better public transport and infrastructure for pedestrians and cyclists as well as to promote healthy activities among residents.

Every Sunday, a stretch of 4.5 kilometres is completely blocked to motorised transport from 6:00 am. to 10:00 am. People are free to walk, cycle, skate and participate in various activities being held throughout the stretch such as health camps, street dances, games, aerobics, yoga, self-defence training etc.

TIMELINES	NOVEMBER 2013	• Launch of the first Raahgiri Day
	MARCH 2014	• Raahgiri Day chosen as a national best practice in community involvement in promoting sustainable transport, by the National Institute of Urban Affairs (NIUA)
	APRIL 2014	• Raahgiri Day chosen as one of the 24 most inspiring stories for "Pathways to Green Cities" by the Global Advisory Committee of The Earth Day Network, a Washington- based international non-profit organization
	NOVEMBER 2016	• Celebration of the third anniversary of Raahgiri Day

#### FINANCIAL MODEL

The major expenditure incurred during the organisation of Raahgiri Day involves the blockade of traffic movement, setting up a stage with audio systems, and payment of road safety officers, sanitation workers and event managers. The weekly expenditure is approximately Rs 50,000.

#### IMPACT

The Raahgiri Day Impact Survey showed several positive social, economic and environmental trends as compared to weekdays and non-Raahgiri Sundays. According to the survey, over 3.5 lakh people have visited Raahgiri till April 2014. The average air pollution level on Raahgiri day is about 49% less than weekdays as 87% of the visitors have started walking or cycling for short trips after the event. The survey indicated that 28% of the visitors bought cycles post Raahgiri and 59% reach the Raahgiri venue by walking or cycling. The survey indicates that 71% of the visitors wanted Raahgiri to be extended and be made a permanent event.



# 23

## MY HEALTH, MY WHEELS

### SONIPAT, HARYANA



#### BEST PRACTICE

A cycling routine by the public and administration along with the District Commissioner to promote health and increase interaction between the people and their government.



#### BACKGROUND

The District Commissioner (DC) of Sonipat, Makarand Pandurang, initiated this project with the objective of promoting good health and fitness among the public. He cycles every day to inspire people to join him, an activity that also aids in the identification of local problems. While travelling through the localities, the DC inspects sites and instantly allots pending work to the concerned official.

During these interactions, the DC also discusses problems, demands and suggestions of the locals so as to act on their concerns and maximise satisfaction among the public. The initiative was started in April 2016 as soon as the DC assumed office in Sonipat. The cycling route is decided on the day before, and preference is given to locations where development work is in progress or is yet to begin.

#### TIMELINES

APRIL 2016

- Started by the DC as soon as he assumed office

#### FINANCIAL MODEL

This initiative does not incur any cost as the cycles are the personal property of the participants. The company, Atlas, donated 5 cycles to the initiative as a gesture of support and goodwill.

#### IMPACT

As a result of the innumerable cycling trips in different locations, more than 50 local cases have been resolved by the District Administration. For instance, a transformer was installed in one colony and another was shifted from the middle of the road to a more suitable location, thereby improving the flow of traffic. Open garbage has been cleaned in many residential societies. Loose and hanging electricity wires have been tightened. Adequate locations are being identified for the plantation of trees.

As a result of this regular interaction, the public has been motivated to accompany the DC on bicycles, thus realizing the original objective of promoting health and fitness.



# GARBAGE LIFTER TRACKING SYSTEM

## GURUGRAM, HARYANA



### BEST PRACTICE

The Municipal Corporation of Gurugram (MCG) installed garbage-lifting vehicles with global positioning system (GPS) to track their movement and supervise their employees.



### BACKGROUND

As part of the 'Clean Gurugram' initiative, the MCG had allotted 73 vehicles to provide door-to-door service for collecting garbage and disposing it at the city's solid waste management plant at Bhandwari village. However, the MCG received several complaints from residents that garbage was not being removed from various parts across the city. To correct this, the MCG installed 10 garbage-lifting vehicles with GPS to track the location of vehicles and ensure that they cover all allotted areas daily. If any driver does not collect garbage from the designated area, an alert is sent to the MCG and the defaulter is fined Rs 2,000.

#### TIMELINES

JULY 2016

- Project proposed by the private company, V3 TeleTech Pvt Ltd, and approved by the MCG
- Installed and launched the GPS system on 10 garbage-lifters

### STAKEHOLDERS

- The Municipal Corporation of Gurugram
- Residents' Welfare Associations
- Vehicle owners and drivers
- GPS supplier company, V3 TeleTech Pvt Ltd

### FINANCIAL MODEL

The approximate cost of 1 GPS unit is Rs 10,000. The GPS units for 10 vehicles were provided free of cost by V3 TeleTech Pvt Ltd to the MCG. The installation cost of Rs 450 per vehicle was borne by the MCG.

### IMPACT

The introduction of GPS tracking and fleet management has seen an enormous increase in the productivity and safety of garbage-lifting vehicles. The number of complaints to the MCG has been reduced by 50%. There has been an increase in the accountability and efficiency of the vehicle drivers as well. It has been observed that drivers are more punctual and hence, complete their trips on time. Moreover, the information regarding total distance travelled and the time taken by all vehicles is available on the GPS database.







# HEALTH



# 25

## JAN AUSHADHI



### JHAJJAR, HARYANA

#### BEST PRACTICE

Establishment of medical stores by the Red Cross Society to provide generic medicines at affordable prices.

#### BACKGROUND

Oftentimes, medicines prescribed by government hospital doctors are unavailable in the pharmacies of centralized hospitals. This forces patients to obtain them from private medical stores at much higher prices. In order to offset the financial distress on economically backward patients and to improve compliance to the prescribed treatment, the District Administration under the leadership of the DC of Jhajjar, Anshaj Singh, alongside the Red Cross Society resolved to open medical stores for generic medicines in February 2015.



#### TIMELINES

- FEBRUARY 2015 • Conceptualised the project
- MARCH 2015 • Prepared the budget and blueprint
- MAY - JUN 2015 • Established the first store at Bahadurgarh and procured materials
- JANUARY 2016 • Established the second store in Jhajjar

#### STAKEHOLDERS

- Office of the DC and Secretary of Red Cross Society
- Civil Surgeons and doctors of Civil Hospital, Jhajjar
- Print media for publicity and raising awareness

#### FINANCIAL MODEL

The cost of establishing a store is approximately Rs 2,13,000 while the initial cost of the procurement of medicines is Rs 3,00,000. Although medicines at Jan Aushadhi are sold at 50-60 % of the M.R.P, the Red Cross Society makes significant profits, thus ensuring the sustainability of the established stores.

#### IMPACT

The model has been successful because medicines are procured directly from manufacturers at the lowest prices possible without any commissions to mediators. In less than one year, the two stores have benefited over 25,000 patients who were able to obtain medicines at vastly subsidised rates.



# INCREASING AWARENESS OF 'BETI BACHAO BETI PADHAO'



## JIND, HARYANA

### BEST PRACTICE

Screening of *Jaanki* (a short film based on the issue of rampant female foeticide) in villages to increase awareness of the 'Beti Bachao Beti Padhao' scheme.



### BACKGROUND

The idea to screen *Jaanki*, a movie that poignantly discusses the issue of female foeticide, was conceived of by Rajwati Dangi, the Program Officer of the WCD department, Jind in January 2016. The project was piloted in 39 villages which had critically low sex ratios at birth (SRB<500). Post the screening, the villagers were encouraged to engage in a discussion about the issue of female foeticide. It was observed that the movie elicited a deeply emotional response, particularly in men.

#### TIMELINES

- |                  |  |
|------------------|--|
| JANUARY 2016     | • Conceptualised the project and procured projectors                               |
| FEB 2016 onwards | • Held screenings in the critical villages over the following 6 weeks              |
| JUNE 2016        | • Finished round I of screening in all villages across all blocks of Jind district |
| JULY 2016        | • Began Round II and round III of screenings in new villages                       |

### FINANCIAL MODEL

The intervention comes almost without a cost to the WCD department. The movie was produced by a Haryana-based group and was made available to the department for free. Supervisors, CDPOs and school teachers volunteered to arrange for laptop computers or DVD players for the screening of the film. The DC was instrumental in procuring two projectors from the Jind Brick Kiln Owners' Association.

### IMPACT

The movie has been screened at least once in all the 301 villages of the district. As of July 2016, the total number of screenings has crossed 350. In such an intervention, a standalone quantitative impact is difficult to measure. However, there has been a significant improvement in the SRB of Jind in the past one year: the cumulative SRB in the entire district in 2015 was 859 while it has escalated to 917 by May 2016. This intervention, therefore, can be considered as the most effective way to change age-old and regressive attitudes toward the female child, while also increasing the visibility of the central government's 'Beti Bachao Beti Padhao' campaign.



# MHARO SUTHRO FATEHABAD

## FATEHABAD, HARYANA



### BEST PRACTICE

A community-led total sanitation (CLTS) campaign using an incentive mechanism to achieve sustainable open defecation-free (ODF) status.

### BACKGROUND

Despite the provision of Individual Household Latrines (IHHLs) under the Swachh Bharat Mission, it was observed that rural households continue to defecate in the open. Since open defecation poses grave health risks, District Fatehabad under the leadership of the office of Additional Deputy Commissioner, launched a CLTS campaign on April 1, 2016 to achieve 100% toilet coverage, make dysfunctional IHHLs functional and promote the use of existing toilets. With a strong focus on public engagement and continuous monitoring, Fatehabad has set an ambitious goal of creating an OD-free district by September 30, 2016.



#### TIMELINES

*In order to win under the SBM Performance Incentive Grant Scheme, Fatehabad implemented the project in 3 phases.*

- |                   |   |
|-------------------|---|
| 31 MAY 2016       | • Phase 1: Conducted institutional triggering workshops, mobilised and trained leaders within the villages                        |
| 15 JULY 2016      | • Phase 2: Continued Institutionalised training, implemented ODF strategy in blocks and Gram Panchayats (GPs), monitored villages |
| 30 SEPTEMBER 2016 | • Phase 3: Scaling up to achieve 100% ODF status in Fatehabad - currently being implemented                                       |

### FINANCIAL MODEL

At the central level, all funds have been received directly from the SBM while the rest is availed from state-level budget assigned to each district. Approximately Rs 25 lac assigned under the Information, Education and Communication (IEC) fund in the SBM scheme are being utilized for this campaign but an estimated Rs 50 - 60 lac are required to make 300 villages of District Fatehabad ODF. A proposal for extra funds has been submitted to the office of the SBM.

### IMPACT

Out of 246 GPs in Fatehabad, 71 have been declared ODF and 20 have been verified. Since the beginning of the campaign, around 70-80 % of people in 87 villages have been stopped from defecating openly, and 4-5 % of these people have built their own toilets (IHHL) without any financial incentive. With increased usage of clean toilets, heightened security of women and increased civic engagement, this project has been tremendously successful.



# INTERVENTIONS BY RED CROSS SOCIETY

## ROHTAK, HARYANA



### BEST PRACTICE

Extraordinary and timely interventions in the areas of blood donation and the emancipation of the differently-abled by the Red Cross Society.



### BACKGROUND

Although Rohtak's Red Cross Society has been functional for decades, it became active after the establishment of PGI because the hospital demanded a regular supply of blood, particularly for those suffering from thalassemia. In 2015, it led 301 blood donation camps in collaboration with NGOs and other organisations, collecting nearly 20,700 units of blood.

The Red Cross Society, along with ALLIMCO held the Divyang camp for the differently-abled in October 2015 wherein 178 tricycles, 113 wheel chairs, 302 hearing aids, 314 kits for mentally disabled children, 134 pairs of crutches, 37 rotators, 14 artificial limbs, and 55 callipers were distributed to those in need.

The Arpan-Sharpan institute for the mentally challenged, a drug de-addiction centre, a vocational training centre for women, and a computer skills training centre for public schools are some of the other crucial interventions supervised and organised by the Red Cross Society of Rohtak.

### FINANCIAL MODEL

The funding for the large-scale humanitarian work done by the Society mostly comes from organisations that share the same vision as the Red Cross Society. For instance, the smooth conduction of the blood donation camps is managed by the Haryana State Blood Transfusion Council which gives Rs 50 per donor to the organiser. Similarly, for the Divyang Camp, the entire equipment was provided by ALLIMCO.

### IMPACT

Through its numerous blood donation camps, Red Cross has helped collect over 20,000 units of blood supplied to blood banks throughout the state. These units have saved innumerable lives and more importantly, created awareness about the need to donate blood. The Divyang camp has drastically improved the lives of thousands of physically challenged citizens by giving them the opportunity to use hitherto inaccessible and unaffordable facilities. In recognition of their incredible work, they have received several awards at the district, state and national level and have been appreciated by the media.



# THREE-POND SYSTEMS



## MAHENDRAGARH, HARYANA

### BEST PRACTICE

Installation of low cost and low maintenance liquid waste disposal systems in order to treat waste water for agricultural use.

### BACKGROUND

Waste-water disposal is a pressing problem in most villages due to the accumulation of stagnant water owing to a lack of drainage systems. Such was the case in the village of Rivasa, where waste-water and rain-water collected into ponds and became breeding grounds for disease. The Gram Panchayat sought the help of the District Rural Development Agency (DRDA) for the installation of the three-pond drainage system in the village.

Wastewater Stabilization Ponds (WSPs) commonly known as three-pond systems are large, human-made water bodies in which blackwater, greywater and faecal sludge are treated by natural processes under the influence of sunlight, wind, microorganisms and algae. In 2005, MNREGA sanctioned the construction of the three-pond systems, through a material and labour ratio of 1:1. More than 4 ponds were dug over the course of 6 months, taking in waste-water from over 350 homes.

### STAKEHOLDERS

- The DRDA
- The Executive Engineer of the Panchayati Raj
- The Gram Panchayat and Sabha

### FINANCIAL MODEL

Funds were disbursed directly through MNREGA to beneficiaries based on muster rolls of a day's wage of Rs 259. The total cost of the project was Rs 2.19 lac.

### IMPACT

This initiative not only resolved the drainage issues of the village, but also treated waste water to be reused for agricultural purposes. The system was hailed as a success by various government agencies and by the World Health Organization whose representatives had inspected the site. However, over time, the tanks have fallen into disuse, posing a major challenge to the integrity of the three-pond system. It has been proposed that funds for maintenance should also be included in the government package so that they can be disbursed from time to time for cleaning, under the leadership of the Gram Panchayat.



# SOLID WASTE MANAGEMENT SYSTEM

## KURUKSHETRA, HARYANA



### BEST PRACTICE

A financial model which aims at disposing solid waste generated at the village-level through community participation.

### BACKGROUND

Many villages of the district faced innumerable challenges to the proper disposal of solid waste. There was no sustainable model aimed at the collection of garbage and the simultaneous maintenance of the ecological balance. To this end, a system of solid waste management was launched in Sanwala Gram Panchayat in November 2010. Since then, the project has been taken up in 42 Gram Panchayats. This system begins at the level of the individual household or the common dumping point in the *mohallas*, where two separate bins are kept for bio-degradable and non-biodegradable waste. The bins are then collected and transported to a segregation shed. Here, the bio-degradable waste is utilised to make vermicompost while the non-biodegradable material is sold directly to the *kabadiwallas*.



#### TIMELINES

- NOVEMBER 2010 • Piloted the construction of the waste disposal shed under the leadership of Sumedha Kataria, former Assistant Deputy Commissioner

### FINANCIAL MODEL

The estimated one-time cost of the construction of a shed is Rs 1,80,000. Some sheds were also constructed using the Nirmal Gaon Puruskar fund as well as by the assistance of the Panchayats. The cost of necessary tools and accessories is Rs 5000. The waste collection carts are priced at Rs 15,000 each and are funded by the DRDA. The monthly salary of the garbage collector is paid by the Panchayat. Income is generated from the selling of saleable, non-biodegradable items to the *kabadiwallas*.

### IMPACT

Within a few weeks of the intervention, garbage collection became regular, and bio-degradable material was being converted to vermicompost. On an average, 4-5 kilograms of vermicompost are produced on a monthly basis in the sheds. The amount generated by selling non-biodegradable material to the *kabadiwallas* varies between Rs 5,000 – Rs 12,000. The project, therefore, has had a positive and long-lasting impact in all the villages, and offers a sustainable solution to the disposal of solid waste.







# SKILLS & LIVELIHOOD



# CENTRES FOR MANUFACTURE OF SANITARY NAPKINS



## JHAJJAR, HARYANA

### BEST PRACTICE

Developing a business model for the manufacture of biodegradable sanitary napkins by womens' self-help groups (SHGs).

### BACKGROUND

In February 2015, the functionaries of the National Rural Livelihood Mission (NRLM) and the CSR unit of J.K. Lakshmi Cement decided to establish a manufacturing centre for the production of sanitary napkins. This centre is managed by local SHGs in order to boost skill development, develop the spirit of micro-entrepreneurship and increase the self-reliance of its members.



#### TIMELINES

- |                     |   |
|---------------------|---|
| AUGUST 2015         | • Conceptualised the project                                |
| SEPTEMBER 2015      | • Conducted a week-long training for 2 selected SHG members |
| 20 OCTOBER 2015     | • Established a production centre in Matanhail              |
| NOV 2015 - APR 2016 | • 6 new SHG members trained by the first 2 members          |
| SEPTEMBER, 2016     | • Established a fully self-sustaining production centre     |

### STAKEHOLDERS

- NRLM Officials in district
- J.K.L. Pvt. Ltd. company
- Durg production unit
- SHG members for production and marketing

### FINANCIAL MODEL

The average cost of a pack of 6 sanitary napkins is Rs 18.5. In one month, a production centre with 6-8 SHG members can produce upto 4,100 packets of sanitary napkins. Sold at wholesale prices, these sanitary napkins yield a total profit of Rs 51,250 per month for the SHGs.

### IMPACT

2 SHGs have been involved in the production process so far with 200 SHGs marketing the product. 6000 pads manufactured to-date have been successfully sold to 500 customers. The production centre shows tremendous promise for growth given that the maximum cost incurred is that of labor which is not intensive.

By linking the unit with the Education Department of the district, the menstrual hygiene of school-going girls can also be improved which could indirectly, but exponentially enhance the customer base of the production centre.



# FROZEN SEMEN STATIONS

## YAMUNANAGAR, HARYANA



### BEST PRACTICE

Production of high genetic merit, disease-free, frozen semen in order to increase milk yield of cattle through artificial insemination.



### BACKGROUND

The Frozen Semen Station located at Govindpuri Road, Jagadhri, in Yamuna Nagar District was established in 1971 under the Key Village Scheme. Since January 2000, the station has been under the control of the HLDB, receiving funds primarily from the HLDB, Panchkula.

Spread over an area of 10.43 acres, the station maintains breeding bulls of Pure HF, Cross bred HF, Sahiwal and Murrah breeds, and produces 8-10 lac doses of frozen semen straws annually. Each dose of semen (0.25 ml) contains 20 million sperms and is priced at Rs 15. The freezing of the semen is performed by the state-of-the-art Programmable Bio-Freezer. The laboratory in the station is installed with the Software for the Management of the Integrated Laboratory Environment ("SMILE"), a French technology that facilitates the open and transparent flow of information pertaining to the operation of the station. The semen is mainly sold to government-run veterinary institutions, the JK Trust and CIRC, Meerut. Currently the station has 44 breeding bulls that are regularly tested for disease and vaccinated at six-month intervals.

The semen station is certified ISO 9001-2008 and holds the distinction of being one of only 30 such graded facilities across the country to be awarded an "A grade" by the Central Monitoring Unit (CMU) of the Indian government.

### FINANCIAL MODEL

The total annual cost of production is Rs 17,319,384 which yields a net profit of Rs 47,98,002 for the station.

### IMPACT

The major impact of this intervention has been the stupendous increase in the production of milk and germplasm of high genetic value that is sold at attractive and affordable prices to its principal stakeholders – dairy farmers. The station has produced 41,11,862 doses of high genetic merit, disease free, certified frozen semen doses in the last 5 years.

Since the intervention continues to this day, one can hope to see a steady increase in the yield of milk and high-quality semen for the sole benefit of dairy farmers.





## ROHTAK, HARYANA

### BEST PRACTICE

Gulabi or Pink Autos were started with a dual vision to empower women to earn their livelihood and to provide a safe means of transport to women and minors.



### BACKGROUND

The Haryana Police and Road Safety Organisation (RSO) worked jointly to ideate and implement this intervention in 2015. The RSO was responsible for advertising this opportunity, motivating women to come on board, and training them to drive autos. During the trial phase of the intervention, 4 Gulabi autos were operational which were driven by ex-servicemen. Only women and children were allowed as passengers. Once the idea seemed fruitful, the intervention was scaled for its target group i.e. women, to be able to drive these autos. The women underwent training for a month after which they were given licenses to drive the autos. Parmila Saini became the first woman driver to drive the Gulabi auto, starting June 2015.

#### TIMELINES

- APRIL 2015 • Launch of the first 4 Gulabi autos by S.P. Shashank Anand at a press conference
- APR 2015 – JUL 2016 • Scaling to 23 additional Gulabi autos with women drivers

### FINANCIAL MODEL

While the down payment for the first few autos was made by a few district-level organisations such as the Mahila Sangathan, most autos were purchased by the women themselves through loans or savings. The total cost of one auto including maintenance is Rs 3 lac. The average income of a driver is around Rs 15,000-17,000 per month. The amount of savings ranges from Rs 5,000 - 7,000 per month, until the full loan is repaid.

### IMPACT

Due to an increased demand, the project has scaled up from 4 autos to 23 autos within a year. This powerful, creative and much-needed intervention provides a constant source of monthly income to its women drivers, thereby enabling them to become self-reliant.

For women passengers too, this intervention has been a crucial step towards ensuring their safety in major areas such as railway stations, bus stands, universities and markets.





## KAITHAL, HARYANA

### BEST PRACTICE

Creating a target practice arena for shooting to encourage local talent.

### BACKGROUND

During a discussion with the Station House Officer (SHO) for Women, Ms. Nirmla, the DC, M.K Pandurang came up with the idea of establishing a shooting range for all enthusiasts of the sport who, until then had to travel all the way to Delhi in order to practise. To this end, a shooting range was built inside the Police Line building in Kaithal and an association set up in order to oversee the time-bound development of the shooting range.

The SHO(W) was nominated to be in charge of the complete development of the shooting range, which was constructed and made ready for use in under 11 months. The existence of the facility and its features were popularised through a launch event held by the former DC, M.K Pandurang.



#### TIMELINES

- 26 JANUARY 2015 • Conceptualised the shooting range
- 22 DECEMBER 2015 • Launched the range for all enthusiasts

### FINANCIAL MODEL

The total cost of setting up the shooting range was Rs 10 lac. Half the amount was funded by the District Administration of Kaithal while the other half was received in the form of donations by the 5 prominent members of the association.

A coach is hired at a salary of Rs 20,000 per month while each student is charged of Rs 1000 per month for training.

### IMPACT

It is hoped that the new shooting range will encourage students to learn this sport, which would then lead to a commensurate increase in the nation's participation in the sport at the international level. Currently, there are 15 children enrolled in the programme, of which 4 have entered the pre-national qualifiers and one has qualified for the nationals. By recognising the need for children to participate in sports of all kinds, this intervention has had a monumental impact in addressing the gap between the large pool of shooting enthusiasts and the lack of facilities available to them.





## KAITHAL, HARYANA

### BEST PRACTICE

Organising an intra-district sports competition resembling national and international competitions.

### BACKGROUND

The national level sports competition that was held at Gurugram earlier in 2016 inspired the DC, Ravi Prakash Gupta, to conduct a similar competition at the district level to promote and encourage sportsmen from Kaithal. June 23 was designated as Haryana Olympics Day and the tournament was conducted between June 21 and 23. Kabaddi and Wrestling for both men and women were selected as the sports for the first tournament. The 26-member organising team, under the leadership of the District Sports Officer, was responsible for the tournament which was conducted in the Maharaja Surajmal Stadium, Kaithal from 8:30 am to 11:00 am and 3:00 pm to 7:30 pm over the course of three days. Cash awards of Rs 8100, Rs 6100 and Rs 5100 were given away as 1st, 2nd and 3rd prizes respectively.



#### TIMELINES

MAY 2016

- Conceptualised the idea of the competition
- Block Development officers asked panchayats to share the list of final participants

JUNE 2016

- Planned and conducted the competition

### FINANCIAL MODEL

The net cost for organizing the tournament was Rs 1.5 crore. The cost of using the stadium facility amounted to Rs 5 lac and the cost of inviting chief guests was Rs 60 lac. The balance amount was utilised for the actual organisation on the ground and payment of staff.

### IMPACT

The Haryana Olympics garnered the participation of over 500 sportspersons across 32 teams of Kabaddi and 10 different weight categories for Wrestling. A total of 3 teams in kabaddi and 30 participants in wrestling were awarded cash prizes upon victory. This visionary event saw a massive spectator turnout, and was hailed as a great success by local and national media. This intervention, by dint of its meticulous organisation and financial incentives, hopes to encourage more sportspersons to realise their dreams and eventually participate in future Olympic Games.





## REWARI, HARYANA

### BEST PRACTICE

A home-cum-shelter for homeless boys where they can avail living facilities and schooling till they turn 18 years of age.

### BACKGROUND

Aastha Kunj began in 1995, on a directive by the Haryana Government under the Juvenile Justice Rules, 1986. An institution like Aastha Kunj is especially relevant to Rewari since it has the largest meter gauge railway station in Asia, due to which many abandoned children from across the state end up in Rewari. The Child Welfare Committee (CWC) sends abandoned/missing children to Aastha Kunj, after examining their background.

Aastha Kunj currently houses 34 children, out of which 26 are in the children's home and 8 in the shelter. The children enjoy a warm and familial environment at Aastha Kunj as they celebrate all major festivals together, and are also given the opportunity to participate in all the activities of the District Council.



#### TIMELINES

- |      |  |
|------|--|
| 1995 | • Established Aastha Kunj as part of the Haryana Government's mandate                                |
| 2000 | • Constructed the Aastha Kunj building and moved the children there                                  |
| 2003 | • With 54 children, Aastha Kunj was running at full capacity   |
| 2012 | • Aastha Kunj ceased to be a co-ed home; female children were shifted to Aastha Kiran near Dharuweda |

### FINANCIAL MODEL

This initiative gets funding from the department of Women and Child Development (WCD) in the form of grants. However, over the last years, the home has been running primarily on funds from the District Council, as well as through private funding and sponsorships. The total expenditure incurred by Aastha Kunj for the financial year 2014-15 was Rs 30,55,793, which includes maintenance charges, salaries of staff, water, electricity, books, sports equipment etc.

### IMPACT

As per records, 3 boys from Aastha Kunj who graduated in 2015 are placed with K.E.I. Ltd in Benaras, Avon Ltd in Gurugram, and Police Line School in Rewari. In the 4 years prior to that, 5 students finished their B.Tech and C.A. degrees, as well as a course offered by the Sports Authority of India. Efforts are currently underway to organise the placement records of Aastha Kunj so that the trajectories of the children can be tracked and monitored.







# SOCIAL EMPOWERMENT



# FIGHT AGAINST DRUG ADDICTION



## FATEHABAD, HARYANA

### BEST PRACTICE

An integrated and collective action against drug usage in Fatehabad district by the police and local NGOs.

### BACKGROUND

Fatehabad district, which shares its borders with Punjab, is home to a drug menace that has reached alarming proportions. The police force, under the leadership of the SP, O.P. Narwal, collaborated with the NGO, Prayaas, to conduct awareness programs for the youth and children in all drug-affected villages in the district.

The leadership came up with a three-pronged strategy to tackle this issue: First is the preventive aspect involving the control of distribution of illegal drugs and liquor. The offices of the Deputy Commissioner, Excise and Taxation and the police conducted joint raids and prepare area-specific plans for effective monitoring. The second aspect focuses on education and raising public awareness by involving schools, colleges and social organisations. The third aspect is curative, involving the speedy rehabilitation of victims who have become dependent on drugs.



### TIMELINES

- 30 DECEMBER 2014 • Chief Minister announced the establishment of a rehabilitation centre in Ratia
- 12 DECEMBER 2015 • Prayaas and the police force of Alika village organised a drug rehabilitation camp

### STAKEHOLDERS

- SP, CMO, Drug Control Officer, Excise and Taxation officials, CID and IB
- The NGO Prayaas which collaborated with the police force to lead awareness campaigns

### IMPACT

Between December 2015 and August 2016, the FDA Department suspended 95 licences of firms and cancelled 13 licences of chemist shops which were involved in the sale of medical intoxicants. Joint raids by the police resulted in the registration of 32 FIRs. Due to the cancellation of licences, the sale of intoxicants by chemists has become remarkably negligible.

As a result of this initiative, 50 programmes have been conducted from December 2015 till date, all in different villages, including medical check-up camps, marathons, and awareness programmes in schools, colleges and villages.



# SUCCESS STORY OF BHANSRUN KALAN

## ROHTAK, HARYANA



### BEST PRACTICE

Bhansrun Kalan, a village in Sampla block, was the site of major interventions in the last five years. It went on to become a model village due to the initiatives driven by its former Sarpanch, Rajkumar Sharma.

### BACKGROUND

When Rajkumar Sharma became the Sarpanch of Bhansrun Kalan in July 2010, he was the youngest and most educated Sarpanch the village had ever had. He furthered the innovative application of simple technology – a camera and a computer - to continuously present his work to the District Administration and gain their support.

He laid a great emphasis on cleanliness and set an example by sweeping the roads himself and involving villagers under the MNREGA programme to build village infrastructure. He provided them with constant information regarding the benefits of welfare schemes and conducted regular Gram Sabha meetings to resolve issues. He kept a meticulous record of every project undertaken in the village and collected nearly 5000 video records in his 5-year tenure. The funds for all his initiatives were granted by the Haryana Government on a timely basis out of the corpus allocated for village development.

### IMPACT

Owing to the foresight and iron will of Sarpanch Rajkumar, the village witnessed major successes. Through the MNREGA programme, many villagers obtained employment, leading to a stupendous improvement in village infrastructure. The villagers participated in social projects such as building roads, drainage systems, community toilets, animal ponds, the Rajiv Gandhi Seva Kendra and new Anganwadi centres.

Villagers were also found to be more participative in the Gram Sabhas, raising their concerns and resolving issues collectively. They were able to receive timely benefits of the various welfare programs offered by the government, ranging from pensions to scholarships. As a result of such powerful and sustainable changes in the local administration and environs of Bhansrun Kalan village, it was hailed as a “Model Village” in Rohtak, and received the Chief Minister’s Cleanliness Appreciation Award.





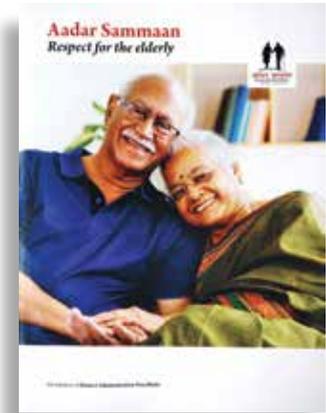
## PANCHKULA, HARYANA

### BEST PRACTICE

A multi-pronged strategy to create a conducive and respectful community environment for the elderly.

### BACKGROUND

Panchkula and Chandigarh are popularly known as 'retiree paradises', particularly for those who have served the country in the forces. Between November 2014 and December 2015, Mr. Vivek Atray, Deputy Commissioner of Panchkula, recognized the need to initiate programs to assist the elderly in this district.



The *Aadar Sammaan* campaign consisted of three critical components for the empowerment of the elderly: (i) Service Delivery, (ii) Care and Counseling and (iii) Celebration. The first intervention was to prioritise the needs of the elderly and assist them with the formalities of various government services. To address their care and counseling, the Club for Senior Citizens in Panchkula hosted a series of seminars and debates, appointed a dedicated counselor and enrolled university students to conduct surveys on the needs and requirements of the elderly. Both public and private schools were roped in to celebrate Grandparents' Day. Several brochures and hoardings were designed to publicize the need for such events.

#### TIMELINES

- |                |  |
|----------------|--|
| NOVEMBER 2014  | • Mr. Atray assumed office and launched the <i>Aadar Sammaan</i> campaign  |
| MAY – AUG 2015 | • Planned and implemented the three aspects of the campaign  |
| DECEMBER 2015  | • The campaign continues; the E-Disha Kendra provides priority services to the elderly through a dedicated counter |

### IMPACT

The District Administration received a tremendous amount of appreciation from beneficiaries and higher authorities. In one instance, when retired Major Gen. VP Malik, a resident of Panchkula, went to the E-disha Kendra to renew his license and was back home in 20 minutes, he personally wrote to Mr. Atray about the effectiveness of the campaign.

Apart from having received many such heartfelt emails from citizens, the DC received well-deserved praise from the Chief Secretary, as well as encouragement that this visionary intervention shall soon be implemented across the entire state of Haryana.



# 40

# ANTI-CRIME & ROAD SAFETY CYCLING CLUB



## MAHENDRAGARH, HARYANA

### BEST PRACTICE

A merger of three organizations chaired by the District SP to herald greater social awareness among citizens by increasing their engagement with the government.



### BACKGROUND

The SP of Narnaul, Hamid Akhtar, desired to unite the citizens of Mahendragarh on a common platform with regard to social, environmental and health-related issues in order to move the younger generations away from crime and give them responsibility. He envisioned such an intervention through the merger of the Social Cycling Club (CSC), the Anti-Crime Youth Club (ACYC) and the dormant Road Safety Organisation (RSO).

The intervention started with the powerful gesture of the SP cycling alone from his residence to Police Lines. He was eventually joined by many citizens, rallying for a myriad of social causes.

#### TIMELINES

18 JUNE 2016

- Launched the first massive rally

JUN – AUG 2016

- Conducted 9 rallies and 1 large-scale public meeting

### FINANCIAL MODEL

The majority of the budget allocated to this intervention goes into the procurement of uniforms, on-road refreshments, prize-money for girls who show academic promise (locally sponsored by the Jhallu Ram Memorial Samajic Society, Nangal Kathi) and for the impending registration of the ACYC and the CSC as NGOs. The SP, as president of the organizations, oversees the finances while the vice-presidents reach out to civil society for appropriate funding.

### IMPACT

Till date, all 5 towns of the district and 39 villages have been covered at least once. The strengths of the RSO, the ACYC and the CSC are growing steadily. A women's wing headed by the wife of the SP is also being formed, with a special focus on home-makers and skill development for women.

This initiative has helped in preventing crime and resolving traffic jams on multiple occasions. More than 5000 trees have been planted across the district. This intervention, therefore, has given young people a great platform to further social causes and to drive collective growth and development.



# CHIEF MINISTER'S GOOD GOVERNANCE ASSOCIATES

**ANITA PHALSWAL**

Jhajjar

**ANKIT JAIN**

Jind

**ANUL JAIN**

Faridabad

**CHIRAG GARG**

Fatehabad

**DEEPA AGARWAL**

Ambala

**GAURAV DHANKAR**

Bhiwani

**GAURAV KUMAR**

Palwal

**JASHANJIT**

Yamunanagar

**KARN AILAWADHI**

Gurugram

**MANISHA BHATOTIA**

Hisar

**MOHIT SONI**

Nuh

**NAMRATA MEHTA**

Panchkula

**PALAK RAWAL**

Rohtak

**PRANAV VIJAYVERGIYA**

Sonipat

**PRATIK HARISH**

Kaithal

**PRIYANJALI MITRA**

Panipat

**SAM DASURU**

Mahendragarh

**SANYUKTA SHARMA**

Kurukshetra

**SHIKHA RANA**

Karnal

**SUREKHA YADAV**

Gurugram

**VINEET BHALLA**

Rewari

**VRASHALI KHANDELWAL**

Sirsa





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