

Resource Book on Good Practices in Social Sector Service Delivery **Evaluation Criteria for 'Good Practices'**

After receiving 'good practices' nominations from various state governments, the OneWorld team will shortlist initiatives for further research and documentation and final inclusion in the *Resource Book on Good Practices in Social Sector Service Delivery* based on a set of criteria. An Advisory Team will be established for this purpose that will be composed of experts in chosen thematic areas. That will help ensure objectivity in the process of selection of good practices to be documented.

Scale of problem addressed

The nature, scope and scale of the problem that a particular initiative seeks to address will be crucial in determining the applicability and relevance of the said initiative to a different context. The nature of the problem will be studied in terms of being social, economic, and political or highly region specific, its **scope** will be analyzed keeping in mind whether it is a long-term or short term problem and its **scale** will be highlighted by studying its coverage/outreach potential. The number of project beneficiaries is a critical indicator for ascertaining the reach of the project and, therefore, its potential to create impact.

Innovation potential of the good practice

A comparison of good practices addressing similar problems across states will be undertaken in order to determine the uniqueness of each such good practice and shortlist initiatives that display a higher 'innovation potential'. Such a comparison will be made keeping in mind factors like:

- degree of business process reengineering undertaken
- organizational creativity in terms of merging new and old technologies, developing new simplified processes and structures, seeking community involvement
- ease of access and ability to reach marginalized sections
- ability to overcome challenges
- impact in terms of creating efficiency (the extent to which outputs/results are obtained with same or less resources), transparency and accountability
- sustainability and effectiveness (the extent to which results are obtained)

Nature of use of available infrastructure

Each 'good practice' will be rated on its infrastructure. The infrastructure will be assessed in terms of its usage and whether there are alternative usages of the infrastructure. Infrastructure here refers to physical infrastructure, human resources and technological/IT requirements. Initiatives reflecting the most efficient/optimum utilization of existing infrastructural facilities will be preferred as it significantly increases the feasibility of replicating an initiative.

Ability to self-support (Sustainability)

A good practice can be verified as such only once its sustainability has been adequately explored along the following criteria:

- Social support (continued participation of beneficiaries and local communities; robustness of grassroots organisations; creation of local assets for community)
- Technical soundness
- Government commitment (including key central and local agencies)
- Commitment of other stakeholders (including NGOs, local organisations, civil society and private sector)
- Financial viability (including funding of rural organisations, role of cost recovery, capacity to finance recurrent costs, operational costs in a cost-effective manner and financial self-sufficiency) Institutional support (the legal/regulatory framework and management effectiveness)
- Environmental impact and protection
- Resilience to exogenous factors (price variability and market access, natural disasters, unstable security in the project area)

Potential for replication

The capacity of the project to be replicated will be assessed and the capacity to produce the same good results even if it is replicated in different contexts and settings. Given that the objective of the *Resource Book* is to disseminate these initiatives to encourage their replication in other parts of the country, the potential of each initiative for further replication and adaption will be checked. Each initiative will be studied in relation to its intra-departmental, inter-departmental and inter-state up scaling potential. The performance of each initiative on the aforementioned criteria will contribute towards its replicability quotient. Initiatives that provide concrete evidence of replication during their implementation time frame will be preferred for documentation.

Outcomes of the project

The capacity of the initiative to create impact along lines of its objectives is a strong indicator of its sustainability and makes a robust case for its replicability. Since the Resource Book will adopt a people centric approach in analysing the initiatives documented, it is important to consider the impact of the project on empowering communities, particularly those hitherto marginalized, and enhancing their access to government services is a crucial indicator for ascertaining whether a government initiative is a good practice.
