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No.7/2/2013-D&D-I(Part)  
Government of India

Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

5<sup>th</sup> Floor, Sardar Patel Bhavan  
Sansad Marg, New Delhi  
Dated: 4<sup>th</sup> July, 2014

OFFICE MEMORANDUM

Subject: Uploading of Best Practices of Ministries / Departments on GKC Webportal of the Department.

With an objective of promoting good governance, the Department of Administrative Reforms & Public Grievances has developed a web based repository of good governance initiatives known as Governance Knowledge Centre (GKC), accessible at [www.indiagovernance.gov.in](http://www.indiagovernance.gov.in). GKC is envisaged as a tool to enable capture, organize, store for easy retrieval of digital contents with respect to the various good governance practices successfully implemented in India and abroad. Already 287 best practices, 569 documents related to various sectors of governance have been made available in the website.

2. You are requested to send details of best practices (in 2-3 pages in soft copy) of your Ministry / Department, for making it available in the GKC, so that one can access these details in one place.

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Ministries / Departments

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**Broad Points that may be Covered in the Best Practice Write-up**

1. Title of the Best Practice
2. Name of Champion and / or Organisation
3. How was the initiative conceptualised
4. Strategy Adopted to implement
5. Obstacles, if any, overcome
6. Results achieved
7. Benefits & Impact