



The quest for meeting challenges for satisfying peoples' needs has often led to innovation in governance. *Some Gems Some Pearls* showcases some successful innovations by civil servants which have had indelible and positive impact on the life of the common man. The initiatives undertaken by the champions describe how these were conceived, planned and implemented involving all stakeholders, including citizens, in the complex field of public administration. Based on authentic experiences, closely reasoned, meticulously written, and profusely documented, this book will be a source of inspiration to others for walking the path of innovation in public service delivery.