

**Guidelines for State Government for
Proposing Initiatives under the State
Collaboration Initiative**



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**Ministry of Personnel, Public Grievances
and Pensions**

**Department of Administrative Reforms &
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1. Introduction

The State Collaboration Initiative has the objective of catalyzing promoting and achieving reforms at the cutting edge or point of delivery of Public Administration. Under the State Collaboration Initiative (SCI) the strategy is to build collaboration with State Governments for improving public service delivery.

This Guideline lays down the process for collaboration for State Governments with Department of Administrative Reforms & Public Grievances, Government of India for identifying & rolling out and also replicating the initiative under the SCI.

2. Objective

The objective of the State Collaboration Initiative is to promote and support improvement in public administration for improving service delivery through a programmatic approach which will:

- i. Develop collaborative relationships with central ministries, states and other stakeholders
- ii. Develop a coherent programme of initiatives which will support and encourage administrative reform and put citizen at centre stage, particularly the poor
- iii. Build capacity at district, state and centre to ensure optimal use of systems and resources.

3. Program Design Framework

The definition of capacity for purposes of this program is the ability of individuals, organizations, and the institutions (at the central, state and local level) to provide services to the citizen. The process of strengthening and sustaining such capacity is capacity building. Operationalisation of the intent of the program is done by taking up strategic initiatives at the institutional, organizational and individual levels which seek to:

- i. Enhance the control/influence of the citizen/client over the service-
Creating Pressure
- ii. Strengthen the organizations and processes related to service delivery-
Strengthening the Service Delivery Entity
- iii. Incentivise and reinforce appropriate behaviour –**incentivising desirable behaviour**