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A valuable collection of success stories from the presentation series on 'Select Best Practices'.

Stemming from the premise that the quest for excellence in satisfying the needs of the people paves the way for innovative experiments, the Department of Administrative Reforms and Public Grievances & Pensions, Government of India, started the ball rolling with a theme-based presentation series on best practices from January 2005 to record and disseminate path-breaking success stories judged on sustainability, potential of being replicated and impact assessment.

Learn from Them presents eighteen case studies written by the innovators themselves. They describe the circumstances that led to the idea, the challenges faced, the strategy adopted, the results achieved and the lessons learnt.

The case studies range from management of land records to elementary education, from sanitation issues to computerization projects, and are living examples of what vision, perseverance and dedication can achieve. Be it an earthquake reconstruction project, a focus on tribal development, or environmental conservation, these studies promote responsive and citizen-centric governance.