

GOAL 16 : PEACE, JUSTICE AND STRONG INSTITUTIONS



ANDHRA PRADESH

As per Andhra Pradesh's SDG Vision Document "ACHIEVING SUSTAINABLE DEVELOPMENT GOALS 2030", detailing the state's strategy to achieve benchmarks for SDG 16 - PEACE, JUSTICE AND STRONG INSTITUTIONS, the state has focused on the following major policies and strategies-

- Integration of reforms and strengthening existing regulatory and policy framework to promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable, and inclusive institutions at all levels.
- The Real-Time Governance Centre (RTGC) was established which makes use of state-of-the art technologies and big data analysis to collect and analyse governance- related data including satisfaction levels, grievances etc. and help policymakers take appropriate actions
- Strengthening of state e-governance policies
- Panchayat Yuva Krida Aur Khel Abhiyan (PYKKA), Digital India, Pragati Platform, RTI, etc.
- Janmabhoomi program- government officials interact with citizens at the village and ward levels in an effective way for awareness generation and discussions on SDGs
- Setting up of Parishkara Vedika, the biggest call centre run by any state government. The call centre employs more than 2000 people working 24/7 listening and interacting with the citizens on a day- to- day basis in three languages
- PEMANDU model labs on Governance- for enhancing public service delivery, optimizing performance, and efficient administration mechanism.

KARNATAKA

1. **E-JANMA** -

This digital library serves as a full-time helpdesk service for citizens regarding their technical and administrative issues. In the events of births or deaths in the

Government or private health institutions and non-institutional domiciliary situations will be entered into the 'E-Janma' portal via verification of submitted applications.

The portal focuses on the preservation and easy digital access to records whose authenticity can be verified by various government agencies.

2. INNOVATION IN PUBLIC SERVICE MANAGEMENT -

The Sakala innovation aims at empowering citizens and sensitising employees to bring about effective administration and political leadership of the state while engaging with an active citizenry, media and an active IT Base. It adopts a time-conscious 'citizen first' approach with the integration of 98 heterogeneous departments into a single platform. The performance management system has helped in ensuring compliance with the provision of the Act.

Benefits:

- Fixed accountability
- Reduced corrupt practices
- Reduced Human Interface by use of Information Technology and kiosks
- Reduced workload and increased efficiency in service delivery
- Citizen Empowerment and Participative governance upon demystification of government, mandatory display of information and multi-pronged publicity
- Inducing 'competitive spirit' among employees using robust multidimensional analytics to measure and benchmark the performance of various offices/officers

100% transparency and accountability has been achieved by publicising office workflow and checklists of documents with the prescribed service procedure/ fees payable etc. for all the services under the Sakala initiative.

TELANGANA

As per Telangana's SDG Implementation Document 2018, the state's strategy to achieve benchmarks for SDG 16 - PEACE, JUSTICE AND INSTITUTIONS, the state has focused on the following major policies and strategies-

- Grama Nyayalayalu
- Schemes for modernisation of the Police Force
- Strengthening and implementing the Right to Information Act
- Legal aid to weaker sections

PUNJAB

3. PUNJAB M-SEWA -

The m-Sewa App is a new ICT initiated by the Punjab state government and implemented by the Department of Governance Reforms and Public Grievances where all government services (i.e., certificates, pensions, and schemes, etc.) are provided with API enablement, social media and digi locker, as applications under one app. The project aims to provide access to Government services to the citizens of Punjab while sitting in their homes. More than 1 lakh citizens have registered for this application throughout Punjab.

4. APPLICATION OF GIS IN MGNREGA ASSETS FOR THE STATE OF PUNJAB -

An interactive web GIS-based management system to maintain entire information of MGNREGA assets and allow users to create new data, update existing data related to assets, generate queries, and spatial queries (buffers, reports, maps, etc.). These will help the Department of Rural Development and Panchayats keep a valuable digital spatial and non-spatial database for the entire state. Properly defined customised queries will be available for day-to-day planning and management of MGNREGA assets. The project is currently in its initial stage, GIS-based Integrated Plans for 4- gram panchayats per block during 2020-21.

HARYANA

5. POCSO ACT -

The act and its committed enactment aims to provide safe childhoods, ensure healthy physical, emotional, intellectual and social development of children, and check sexual abuse and exploitation of children. Recent innovative implementations and strategies include time-bound investigations, trial and disposal of appeals, bail restrictions, new fast-track courts and special forensic labs; ensuring an integrated action by the judiciary, police and women/ child development departments.

Nodal officers have been appointed to monitor, review and track every POCSO case. 'CHILD-HELPLINE 1098' has been provided for round-the-clock outreach for distressed children. Awareness camps were organized in schools and communities by the Department of Women and Child Development in all of Haryana's districts. Information Education Communication (IEC) material was developed in a child-friendly manner to generate further awareness. Teachers and school staff were instructed on how to counsel vulnerable children. "Sakoon Centres" (shelter

homes), special courts, and schools have been established to provide care and attention through psychological, legal, medical, and financial means.

Conviction rates have increased significantly from 15% (2017) to 36% (2018), with reduced acquittal rates from 25% (2017) to 14% (2018). The police investigate POCSO cases and report to the special magistrate and child welfare committee within 24 hours.

TRIPURA

6. CAPACITY BUILDING AND TRAINING -

Panchayat Raj Training Institutes constantly impart training to the elected representatives and functionaries throughout the year as per the approved training calendar. Moreover, five days of training on Basic Foundation Courses are already conducted in the PRTIs, where one session incorporates SDGs and their background, targets, and action points taken to achieve them.

7. SKILL DEVELOPMENT TO OPEN AVENUES -

The Directorate of Skill Development (DSD) has implemented a skill development training program for the inmates of Kendriya Sansodhonagar, Bishalgarh in apparel, handicraft, and agriculture sectors. Post training, the inmates started commercial production and marketing merchandise under the brand name of Tricos. Presently, the inmates of Kendriya Sansodhonagar are taking skill development training programs in the Bakery Sector and supplying the products in local markets. These initiatives have created a positive mindset among the inmates for livelihood opportunities and gaining self-respect.

8. IMPLEMENTATION OF PEOPLE'S PLAN CAMPAIGN -

The People's Plan Campaign (PPC) was rolled out in all gram panchayats and village committees, where structured meetings were held based on a participatory process involving full convergence of the schemes related to Central Ministries/Line Departments. They related 29 listed subjects for the preparation of a comprehensive and realistic Development Plan (GPDP/VCDP) for ensuring economic development and social justice for rural people.

The plan was prepared to address the SDGs. Public Information Boards (PIBs) were erected in prominent places of all GPs/VCs, in which all the projects took up during 2019-2020 were displayed, with financial involvement and identified critical gaps for public disclosure and transparency.

CHHATTISGARH

9. **CRIME AND CRIMINAL TRACKING NETWORK SYSTEMS -**

The state is successfully implementing Crime and Criminal Tracking Network Systems. Every crime record is now a click away in the state. Year-wise, major head-wise, month wise number of FIRs can be seen through the web portal/dashboard. Using a dashboard, authorities can monitor happenings and take appropriate actions as and when required.

ODISHA

As per Odisha's SDG Indicator Framework Document, some state-sponsored schemes implemented to achieve benchmarks for SDG 16 - PEACE, JUSTICE AND STRONG INSTITUTIONS include -

- CCTV Equipment
- Relief funds
- Victim Compensation fund
- Printing of Electoral Roll and Voter ID cards
- UID Cells
- IT Application and Services

JHARKHAND

10. **POLICE UNCLE TUTORIAL INITIATIVE -**

The initiative was launched by the Police Department in the aspirational district of Simdega. The concept targets dropouts and academically weak students of Grade X, in the left-wing extremism-affected areas of the district where children are more susceptible to crime. There are 16 centres with around 50 children each spread over the ten blocks. The children are identified through the Police Department's Janta Durbars (public meetings) organised in vulnerable areas. Over 120 teachers of government schools, elders, social workers, and volunteers act as resource persons for teaching the students and helping them matriculate. Each centre has a coordinator who prepares the routine and assigns classes to the teachers. The program has seen active participation from a large section of community members.

Apart from aforementioned best practices, Jharkhand's policies and strategies to achieve benchmarks for SDG 16 - PEACE, JUSTICE AND STRONG INSTITUTIONS, are mentioned as follows-

- Capacity Building exercises for PRI representatives
- Selection and orientation of Panchayat Volunteers

- **Block Development Officer (BDO) Scorecards**, Hazaribagh - To motivate BDOs, the Hazaribagh District Administration has taken an initiative to assess their performance in a transparent manner while taking self-assessment into account. This step imparts objectivity and transparency in the BDOs' performance assessment. The District Administration has included this assessment for wholesome evaluation of the BDOs, while framing their Annual Confidential Reports (ACR).
- Establishment of **Jharkhand Swasashi Parishad** for advocating the issues of Local Governance and also addressing the demands of PRIs on development issues.
- Implementation of Integrated PFMS
- Establishment of "Centre For Fiscal Studies" for conducting studies, research, impact assessment, and evaluation
- "Innovative Jharkhand" Scheme with the provision of award; and the Chief Minister Panchayat Protsahan Puraskar for best- performing panchayats

NORTH-EAST

11. **Village Vision Cells (VVCs)** — Nagaland

The objective was to benefit all the villages by generating long-term practical and feasible ideas at the local level. VVCs function as a non-governmental voluntary body that comprises elected legislative members, bureaucrats, retired and present gazetted officers, social workers, and entrepreneurs of the village.

The initiative involves facilitating the use of available physical resources judiciously based on priorities identified for sustainable development in consultation with the Village Development Board or other departments, and sensitising villagers through workshops/seminars regarding vital aspects such as sanitation, healthcare, career counselling and so on.