Aspects of Good Governance
Presentation to AIS and CCS Officers of the 94th Foundation Course

Enabling Systems for improved
Service Delivery
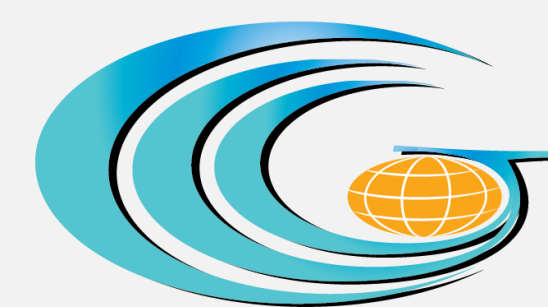
CENTRE FOR GOOD GOVERNANCE
Knowledge • Technology • People
ISO 9001:2015 & CMMiL3 Certified

Presented by,
Rajendra Nimje, ex-IAS
Director General, CGG

November 26, 2019

Presentation Structure

1. What is Good Governance?

- Governance: Definition, key actors, stakeholders

2. Components of Good Governance

- Six dimensional framework : World Governance Indicators (WGI)

3. Good Governance - Case Studies

- Key Projects

4. Evolution of e-Governance & its variants

- e-Governance
- Minimum Government, Maximum Governance

5. e-Governance & m-Governance - Case Studies

- Key Projects

6. Conclusion

- Key Takeaways

7. About CGG

- A quick walk through on CGG and its services

What is Good Governance?

Defining Governance/Good Governance; Stakeholders

Governance

World Bank (1992)

- Governance is a *method* through which power is exercised in the management of a country's political, economic, and social resources for development

Asian Development Bank (1995)

- Governance is the *manner* in which power is exercised in the management of a country's social and economic resources for development

UNDP (1997)

- Governance is the exercise of economic, political, and administrative authority to manage a country's affairs at all levels. It comprises the mechanisms, processes, and institutions through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations and mediate their differences
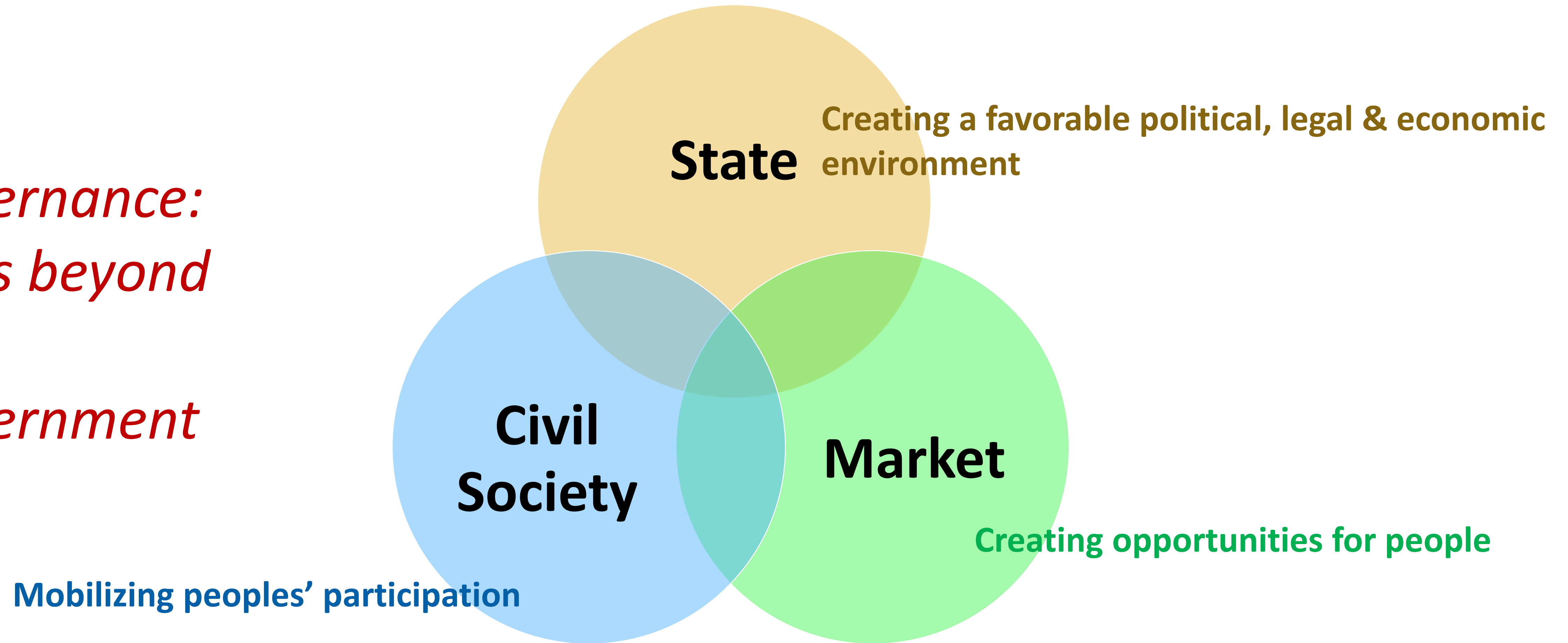
Canada Institute of Governance (2002)

- Governance is the process whereby societies or organizations make important decisions, determine whom they involve and how they render account

Governance: Operation of 3 Key Actors

Governance: Goes beyond the Government

State

Creating a favorable political, legal & economic environment

Civil Society

Market

Creating opportunities for people

Mobilizing peoples' participation

Stakeholders in Governance

Governance is too important to be left to the government....

Defining Good Governance

THE WORLD BANK
IBRD · IDA | WORLD BANK GROUP

DFID Department for International Development

Good Governance entails

1. Sound public sector management (efficiency, effectiveness, and economy)

2. Accountability

3. Exchange and free flow of information (transparency) and

4. A legal framework for development (justice, respect for human rights and liberties).

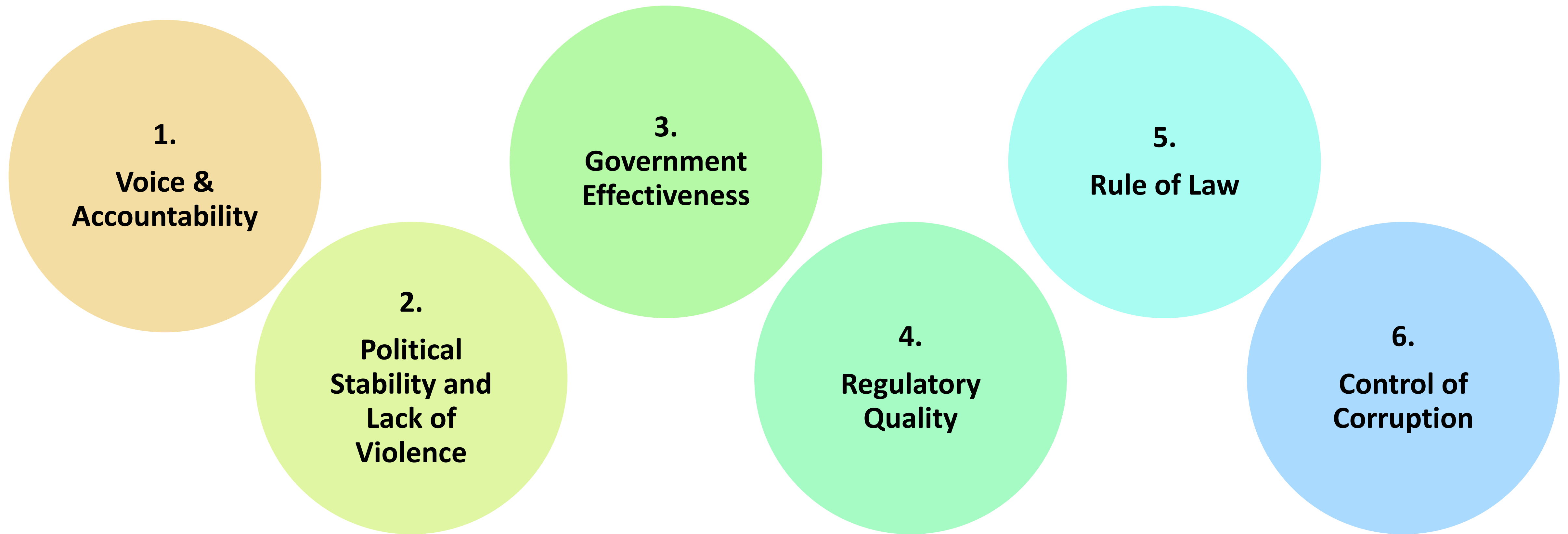**Good Governance is defined focusing on**

1. Legitimacy (government should have the consent of the governed)

2. Accountability (ensuring transparency, being answerable for actions and media freedom)

3. Competence (effective policy making, implementation and service delivery) and

4. Respect for law and human rights.

Components of Good Governance

World Governance Indicators (WGI), Governance Issues, Components and Indicators

World Governance Indicators : 6 Dimensional Framework : World Bank

1.
Voice &
Accountability

2.
Political
Stability and
Lack of
Violence

3.
Government
Effectiveness

4.
Regulatory
Quality

5.
Rule of Law

6.
Control of
Corruption

(Kaufmann-Kraay-Mastruzzi Worldwide Governance Indicators – **World Bank**)

Governance Issues, Components and Indicators

Governance Issues	Governance Components	Indicators
The Process by which Governments are selected, monitored, and replaced	• Voice and Accountability • Political Stability	• Extent of citizens participation in selection of governments • Civil liberties , political rights • Perceptions that the government in power will be destabilized by possible unconstitutional means
The capacity of the government to effectively formulate and implement policies	• Government Effectiveness • Regulatory Quality	• Perceptions of quality of public service provision, quality of bureaucracy, competence of civil servants, independence of civil service from political pressures, credibility of government's commitment to policies. • The incidence of market unfriendly policies such as price controls
The respect of citizens and the state for institutions that govern economic and social interaction among them	• Rule of Law • Control of Corruption	• Success of the society in developing an environment in which fair and predictable rules form the basis for economic and social interactions • Perceptions of the incidence of crime, effectiveness and predictability of judiciary and enforceability of contracts. • Perceptions of corruption

Good Governance : Case Studies

Good Governance initiatives – Andhra Pradesh/Telangana

- **Andhra Pradesh – pioneers in adoption of good governance principles**
- **Four pronged strategy for Good Governance**

Structural Mechanisms	Citizen Centric Reform Initiatives	Systemic Improvements	Improving Service Delivery
• Governance, Public Management & Administrative Reforms Wing • Strategy and Performance Innovation Units • Centre for Good Governance	• Citizens' Charters • Redressal of Public Grievances • Civil Society Empowerment Initiatives • Right to Information Act • Anti-corruption	• Public Finance Management • Human Resource Management • Procurement and other Reforms	• e-Governance & IT Initiatives • Process Re-engineering • Online grievance redress

Project 1: State of Governance Framework and Toolkit

भारत सरकार **कार्मिक मंत्रालय, लोक शिकायत और पेंशन**
GOVERNMENT OF INDIA   MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS

प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

State of Governance Framework

State of Governance Toolkit

Governance, Reforms, Poverty 2008

- Developed a framework and methodology for assessing the State of Governance

- Disaggregated Governance into broad governance issues and developed appropriate indicators against each

- Evolved a comprehensive methodology for analysis and pilot tested it across three states of the country.

- Provides a practical guide for assessing the quality of governance at the state level through simple, user friendly and generic tools

- Attempt at developing a home-grown model acceptable to country's decision makers and civil society members

Project 2: Assessing Accountability Institutions and Grievance Redress Mechanisms in Indian States

THE WORLD BANK
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Preparing a methodology for

➢ Identifying the accountability institutions and grievance redressal mechanisms in the Indian states and

➢ For reviewing their performance

Assessing Accountability Institutions and Grievance Redress Mechanisms in Indian States

Final Report
Submitted to the World Bank

Centre for Good Governance
2010

Accountability, Grievance, Anti-Corruption 2009

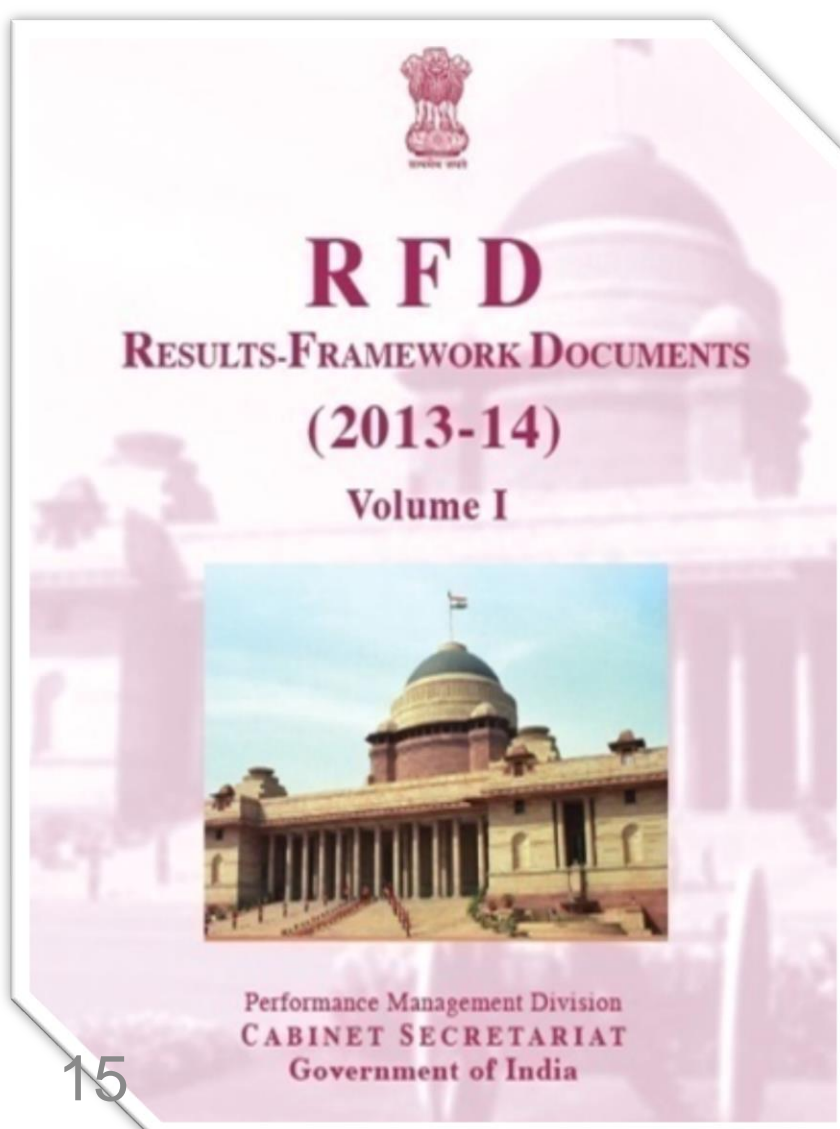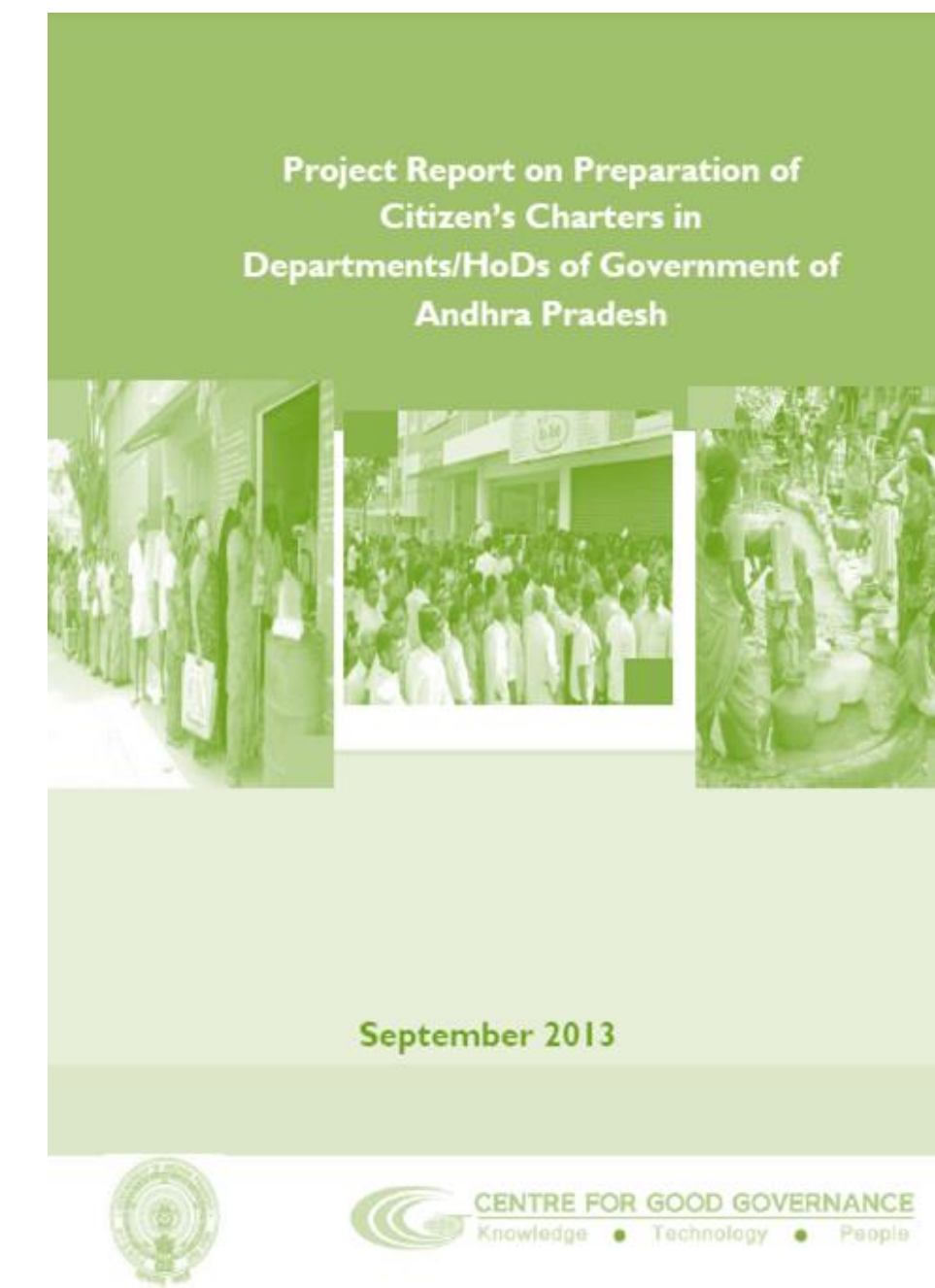| Accountability institutions	Grievance mechanisms
▪ Assessed extant legal-institutional frameworks for accountability ▪ Undertook comparative analysis of institutions and practices ▪ Rajasthan, Karnataka and Andhra Pradesh ▪ Establishment, jurisdiction and mandate, independence, powers, organisational structure, accountability, accessibility, resources, and performance ▪ Reviewed accountability deficiencies and entry points for dialogue	▪ Reviewed the extant systems and legal-institutional frameworks ▪ Compared the grievance systems/ mechanisms ▪ Rajasthan, Karnataka and Andhra Pradesh ▪ Identified gaps and recommended entry points

One of the rare attempts to review the accountability scenario at the State level and provides a methodology for assessment which is replicable across the country

Project 3: Preparation of Citizen's Charters for Government of Andhra Pradesh 2013

- ➤ **CGG guided and assisted the departments in preparation of Charters**

- ➤ **Citizen's Charters of 28 HoDs reviewed and reformulated**
- ➤ **CGG guided and assisted the departments in preparation of Charters**

  - Chief Commissioner of Land Administration

  - Commissioner & Director Municipal Admin.

  - Commissioner Transport

  - Commissioner, Health and Family welfare

Project Report on Preparation of Citizen's Charters in Departments/HoDs of Government of Andhra Pradesh

September 2013

CENTRE FOR GOOD GOVERNANCE
Knowledge • Technology • People

R F D
RESULTS-FRAMEWORK DOCUMENTS
(2013-14)
Volume I

Performance Management Division
CABINET SECRETARIAT
Government of India

Project 4: Support to PMD, Cabinet Secretariat - Results Framework Documents 2013

- Assisted the adhoc Task Force in reviewing the RFDs of 8 Central Government Ministries/ Departments

- Co-hosted the conference on RFDs in Andhra Pradesh

- Helped formulate the draft order on RFDs in GoAP

Project 5: Formulation of Right to Public Services Act 2011-2014

CGG formulated the draft "The Andhra Pradesh Citizens Right to Services", Bill 2013

Key provisions

- Right to Service linked to Citizen's Charter
- Compensation of Rs. 20/day up to a maximum Rs. 500 to be recovered from the service delivery officer or competent officer
- Centralised website to track all applications/grievances/ appeals
- Creation of enabling environment through cash incentives for good performers, adverse remarks for habitual offenders and measures for capacity building and awareness generation

THE WORLD BANK

Knowledge Exchange Workshop
on Right to Public Services Act

Project 6: Support to Andhra Pradesh State Reorganisation 2014

TELANGANA
ANDHRA

ANDHRA PRADESH

REORGANISATION

ACT · 2014

सत्यमेव जयते

- **Review of State Reorganisation Act at different stages**

- **Summary of Assembly proceedings**

- **Technical support to State Reorganisation sub-committees**

Review and reorganisation of government machinery

- Establishing macro-level norms for determining size of the civil service
- Structural and functional review of the State Government Machinery
- Recommendations for reorganisation/rationalization of the Government Machinery
- Evolving suitable human resource management policies and practices for efficient public service
- Capacity building of departments/agencies in implementing the recommended policies and practices

Project 7: Government of Telangana - Districts Reorganization

- In October 2016, the Government of Telangana implemented the policy to re-organize the districts from 10 districts to 31 districts

- Created 21 new districts and 53 new mandals

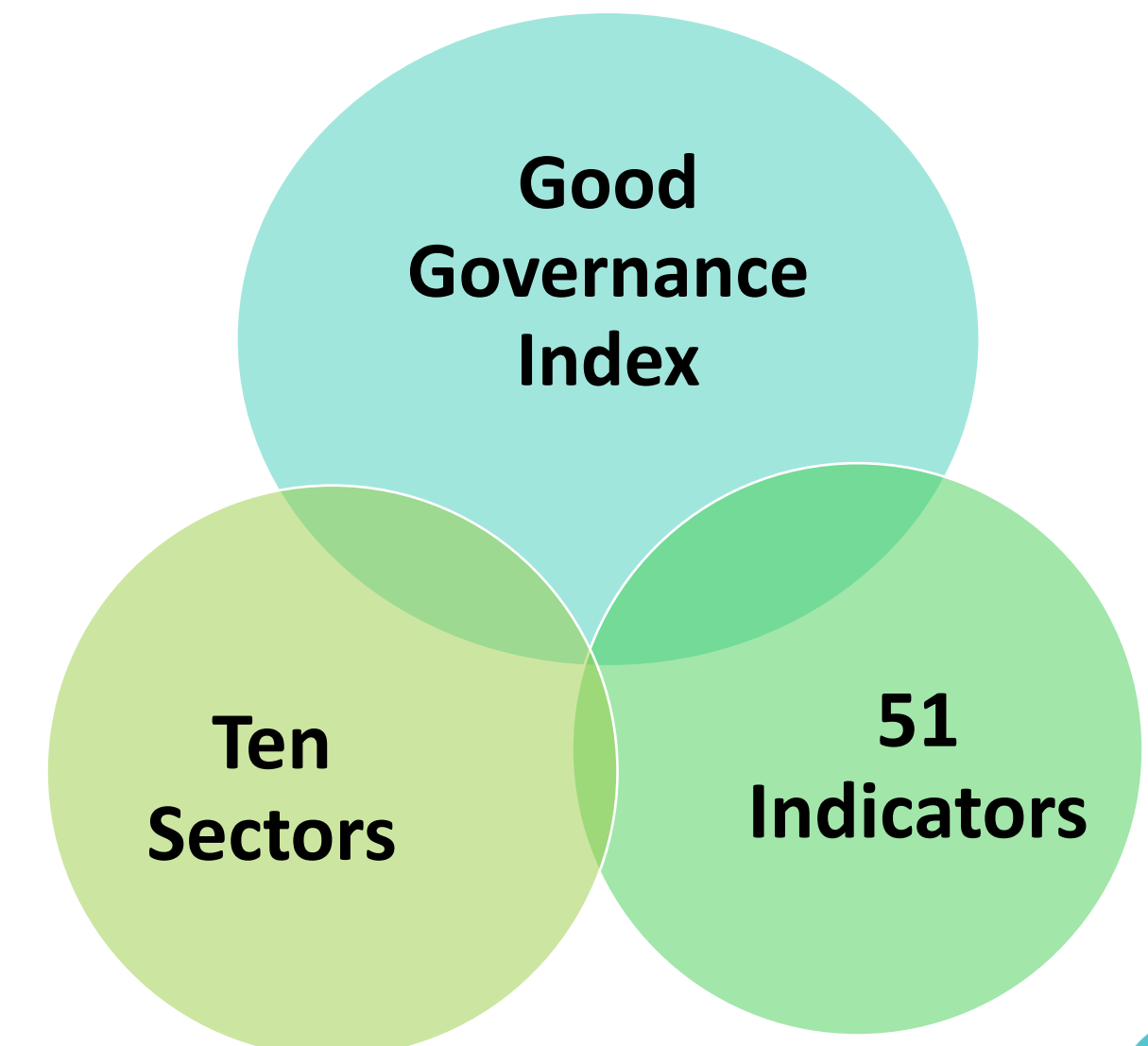- The number of offices at the new districts are brought down from 40 offices to 14 offices
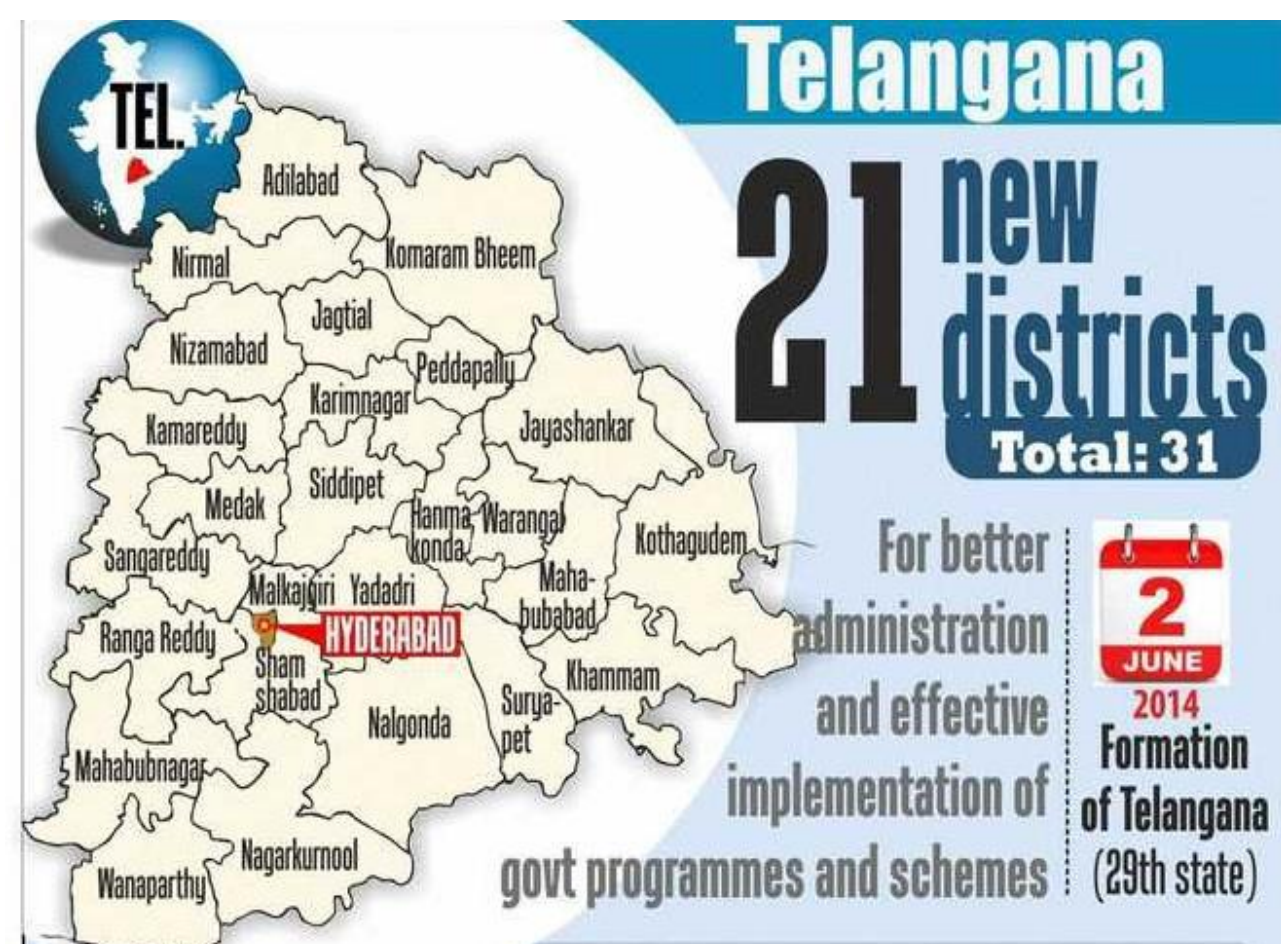
- Each district (revised) were reviewed to have only those departments that are required in the district

- Staffing pattern in the departments at the districts level also varied from district to district based on the intensity of the activity

- Several Departments were merged at the functional level as part of reorganization

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Project 8: Good Governance Index (GGI)

A comprehensive & implementable framework to assess the State of Governance in all the States which enables ranking of States/Districts and present a comparative picture
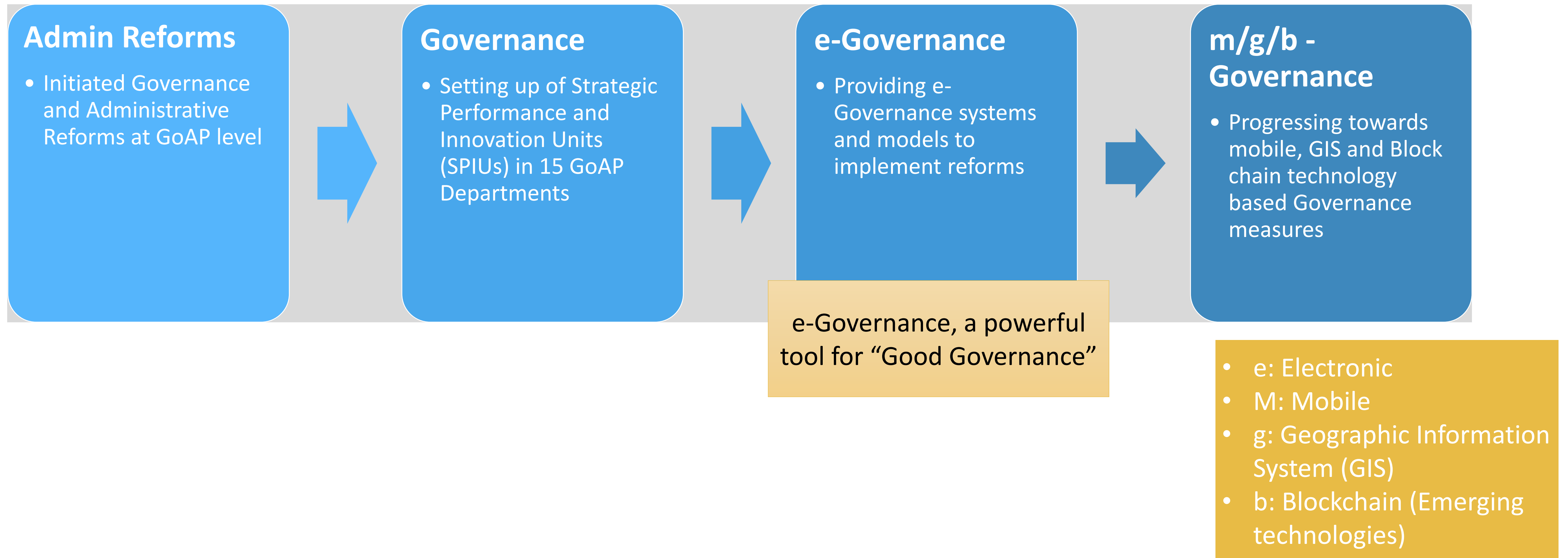
- **Good Governance** is a critical factor for Equality, Productive Use of Resources, Efficient Service Delivery, etc.
- With enhanced autonomy to states, **Group of Secretaries on Governance** recommended preparation of GGI
- DARPG selected CGG as **Technical Support Partner**
- After extensive consultations with Ministries and State Governments, CGG Finalized **10 Sectors and 53 Indicators**

Public Health	Human Resource Develop	Public Infra & Utilities	Judicial & Public Security	Economic Governance
Agriculture & Allied Sectors	Social Welfare & Develop	Commerce and Industries	Environment	Citizen Centric Governance

Good Governance Index
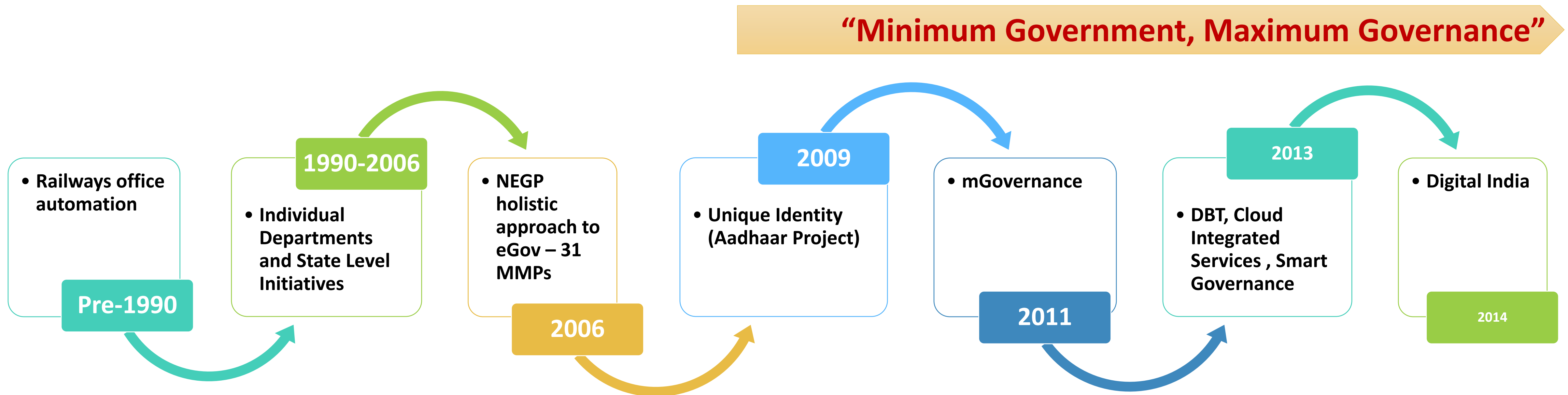
Ten Sectors

51 Indicators

Evolution of e-Governance & its variants

e-Governance to **m**-Governance, **g**-Governance, **b**-Governance

Transition from Admin Reforms to Governance to e-Governance

Admin Reforms
- Initiated Governance and Administrative Reforms at GoAP level

Governance
- Setting up of Strategic Performance and Innovation Units (SPIUs) in 15 GoAP Departments

e-Governance
- Providing e-Governance systems and models to implement reforms

m/g/b - Governance
- Progressing towards mobile, GIS and Block chain technology based Governance measures

e-Governance, a powerful tool for "Good Governance"

- e: Electronic
- M: Mobile
- g: Geographic Information System (GIS)
- b: Blockchain (Emerging technologies)

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Evolution of e-Governance in India

"Minimum Government, Maximum Governance"

Pre-1990
- Railways office automation

1990-2006
- Individual Departments and State Level Initiatives

2006
- NEGP holistic approach to eGov – 31 MMPs

2009
- Unique Identity (Aadhaar Project)

2011
- mGovernance

2013
- DBT, Cloud Integrated Services , Smart Governance

2014
- Digital India

The National e-Governance Plan (NeGP), takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access over the internet.

e-Governance & m-Governance: Case Studies

CGG is now an empaneled consulting organization with National e-Governance Division (NeGD) to provide Technology Development & Support for Digital India Program. (*NeGD is an autonomous business division within Digital India Corporation, under the Ministry of Electronics and Information Technology, Government of India*)

Project 1: Ease of Doing Business (EoDB)

Objectives
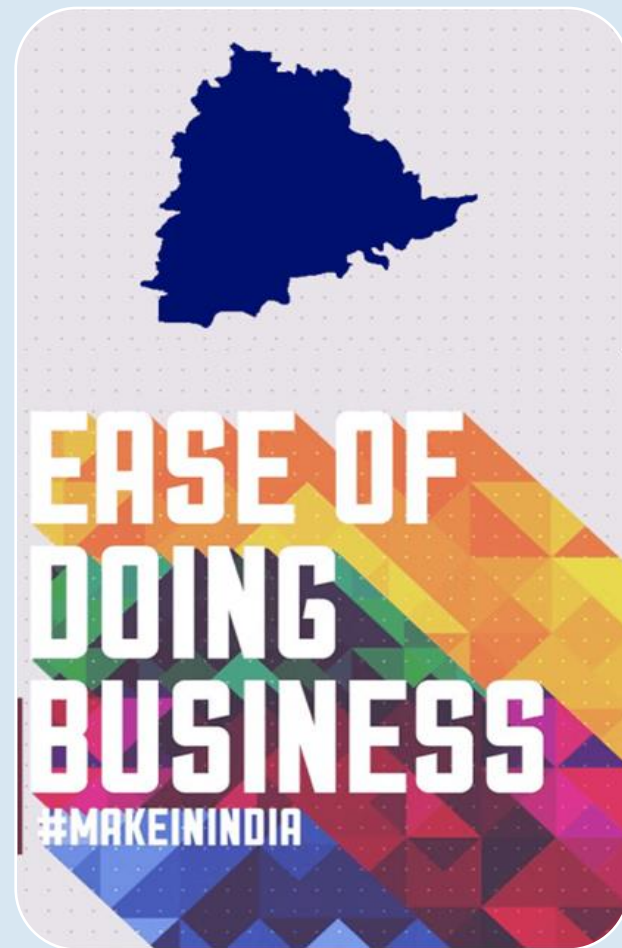
- DIPP, Ministry of Commerce and Industry, in partnership with the World Bank Group, is involved in the assessment of State Implementation of Business Reforms

- The reforms are implemented in the areas of labour regulation; contract enforcement; registering property; inspection ; single window system; construction permit ,environmental registration ; obtaining utility permits; paying taxes; access to information and transparency and sector specific reforms spanning the lifecycle of a typical business

- CGG has developed ICT Solution for **10+ regulatory departments** for establishing and operating industries under EoDB along with seamless interface with TSiPASS Portal and supported 6 other organisations for EODB related work.

User Departments

- **Fire, Labour, Factories, Boilers, Pollution Control Board, GHMC, Legal Metrology, CCLA , Chief Electrical Inspector to Government, Roads & Building Departments in Telangana State**

- **CGG caters to the IT Solution for 1/3rd of all the process reforms as per WB guidelines**

Outcomes & Impact:

- **TS-iPASS-single window system has reduced the cycle time of regulatory clearances/approvals**

- **Strict adherence of timelines, provisions of deemed approval & penalties.**

- **End to end ,seamless IT system with no physical touchpoints and with user feedbacks.**

- **Telangana State secured 1st rank in all India EODB ranking of 2016.**

- **Secured 100% on Reforms Evidence & 2nd rank in all India EODB ranking 2017.**

- **Winner of CSI Nihilent e-Governance Award of Appreciation 2017 - Labour Department & e-Governance Award of Excellence 2018-Fire Department**

Project 2: Online Recruitment Processing System (ORPS)

Objectives
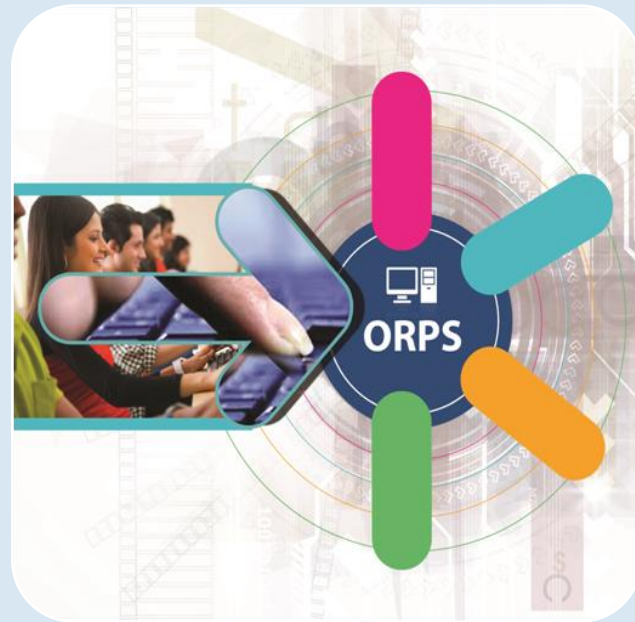
- To reduce cycle time of recruitments.
- Reduce drudgery in recruitment processes
- To provide 24x7 services to the applicants
- CGG has handled One Time Registration (OTR), web options, hall tickets, certificate verification, Biodata download, validations etc

User Departments

- Public Service Commission of Telangana State
- Public Service Commission of Andhra Pradesh
- CCLA, Excise, TSTRANSCO, TSGENCO, RTC, TSSPDCL, TSNPDCL, APGENCO, APTRANSCO,

First in India to standardise processes and implement online application system

Outcomes & Impact:

- Processed 36601 vacancies through 101 notification and out of which 25,702 vacancies are filled since 2015
- Till date 3.5 crores applications processed for various recruitments
- Handled 1.55 lakhs applications on a single day
- Transparent system with high Accountability

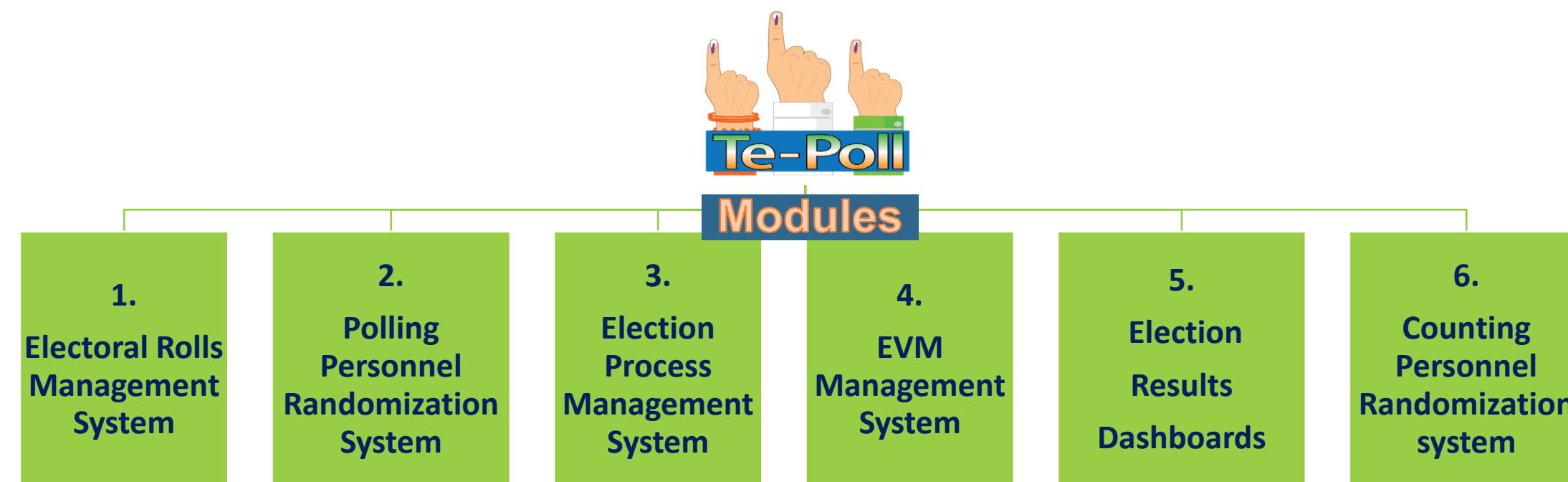# Project 3: Telangana State Election Management System (Te-POLL)

Objectives

- **TSEC** conducts elections to **Gram Panchayat and Urban Local bodies** in the State in 5 years
- CGG has developed **End-to-End Election Management** for TSEC.
- Developed **Postal Ballot system**
- Magnitude of Election covers **12,751 Gram Panchayats (GPs)** and **142 Urban Local Bodies**.
- Successfully generated Electoral Rolls and targeting **1.37 crores rural voters** and **70 lakhs voters** of **GHMC** area in Telangana
- There are **1,13,354 GP Ward Constituencies with 32045 Polling Stations**
- **Polling & Counting personnel randomisation module as per norm** targeted **1,40,642** Employees for assigning Polling & counting duties to ensure fairness and transparency in the election process

CGG has implemented Te-Poll application software for Telangana State Election Commission

Modules

1. Electoral Rolls Management System	2. Polling Personnel Randomization System	3. Election Process Management System	4. EVM Management System	5. Election Results Dashboards	6. Counting Personnel Randomization system

Achievements:

1. Handled **voluminous data i.e 5.5TB data** by CGG.
2. successfully handled elections for **12751 Gram Panchayat (1.3 crores voters) in Jan 19' & 5857 Mandal Parishad & 539 Zila Parishad Territorial Constituency elections(1.57 crores voters) in May 19' through TePOLL. Currently implementing Urban Elections in 142 ULBs**
3. Allocated **high end servers** and **addnl bandwidth** to implement TePOLL smoothly.
4. Recipient of **Elets best eGovernance Project of the year Award**

Outcomes & Impact:

- **TSEC** plans & monitors the election process through TePOLL–impossible to achieve with manual system.
- Electoral Roll generation time reduced from **1 week to 30 minutes**
- District officials majorly benefitted
- **Voters**- Generation of 1.3 crores voter slips in GP Elections and 1.57 crores in MPTC & ZPTC Elections
- **Contesting candidates-** Provided with PS wise Electoral Roll download in time
- **Citizen**-Locate nearby polling stations, know Election Expenditure, Real time declaration of results etc
- **Reduction in Carbon footprints-** electoral rolls are made available online & in public domain .
- Project is being **replicated** in the State Election Commission of Andhra Pradesh & Madhya Pradesh

Project 4: Mana Isuka Vahanam ,Telangana

Objectives

Mana Isuka Vahanam(MIV) is a web & mobile based IT Solution developed for Sand Management Societies in the Districts with following features

- Books and deliver sand at the door-step of the consumers at the lowest possible cost
- Controls unauthorized excavation and transportation of sand in the district
- Ensures efficiency, transparency, accountability, and sustainability
- Provides employment to the tractor owners and laborers in the districts

Peddapalli District Dashboard
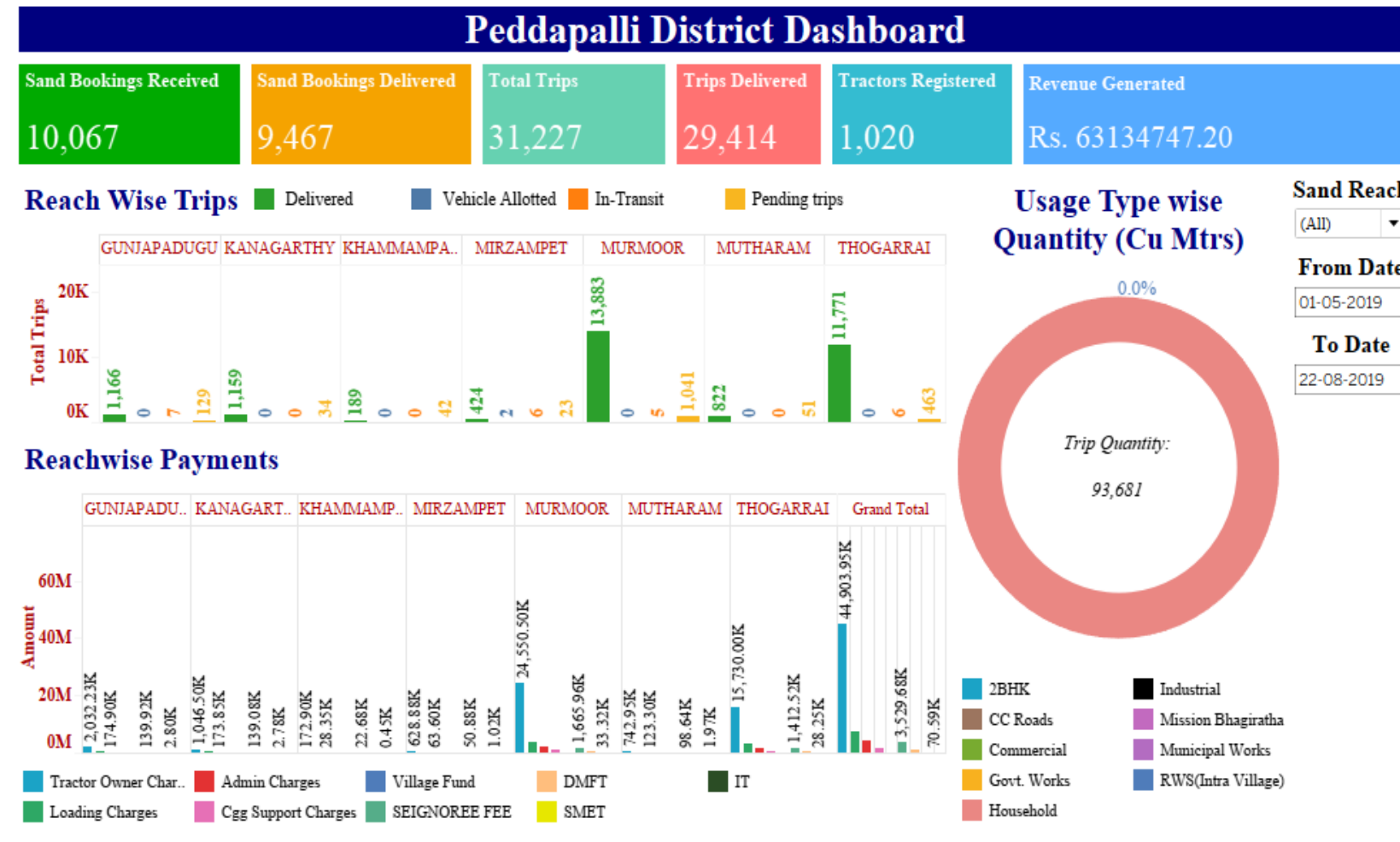
Achievements:

1. Within 6 months of the implementation revenue receipts in the Districts have gone up by 50%
2. Implemented in 10 Districts of Telangana and 3 more districts are in pipeline
3. Provided detailed Dashboard to all the Stakeholders
4. Districts have own up the IT Solution
5. Have features to plugin with VTS
6. SPs in the Districts are closely monitoring MIV Solution to plug in Smuggling/Illegal mining in the Districts

Process flow for - Customer Sand Booking
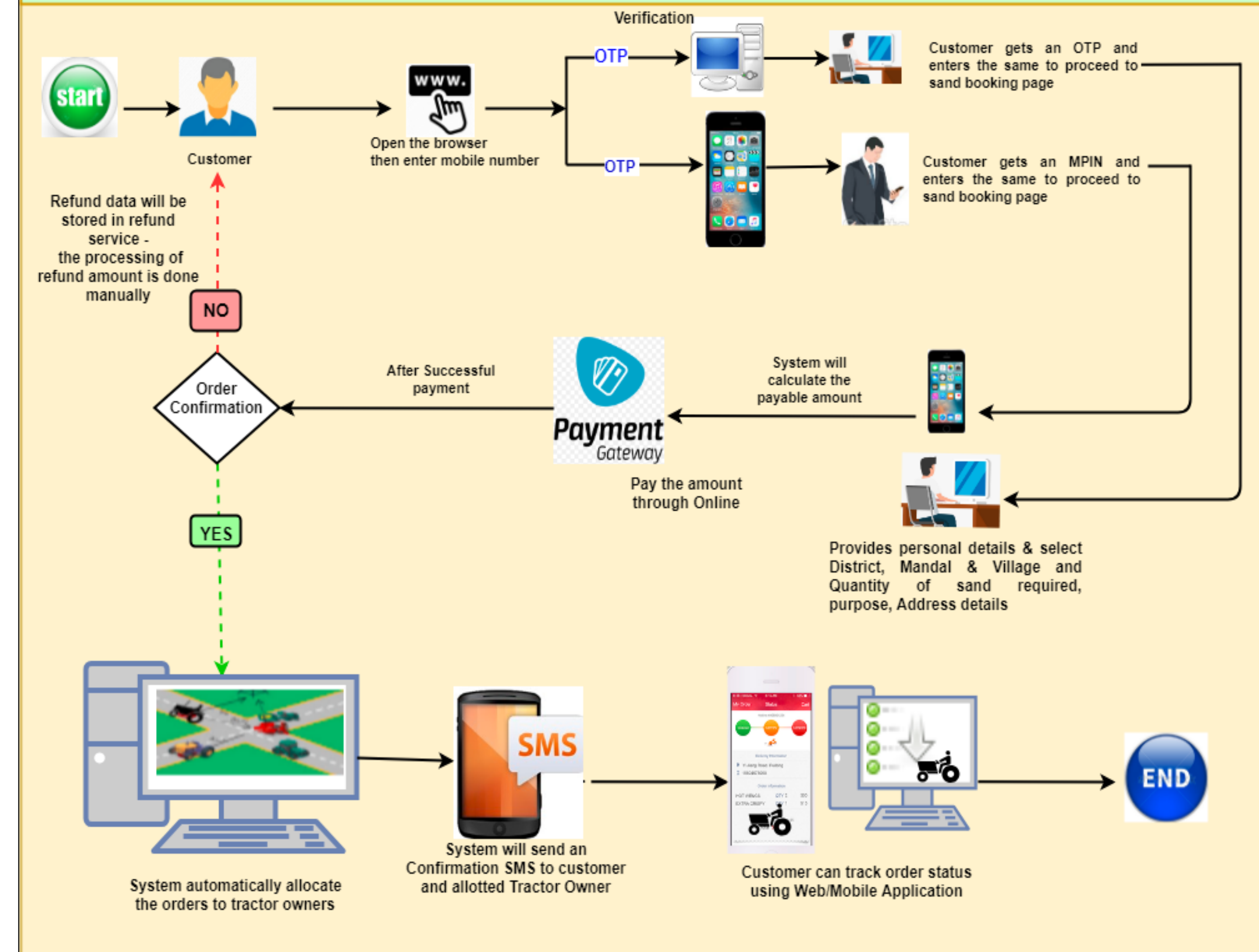
Project 5: Degree Online Services, Telangana (DOST)

Objectives

- **Digital transformation of admission process** in Under-Graduate colleges (Universities, Govt. Colleges, Private Aided/Un-Aided Colleges)
- **Aadhaar based student authentication**
- 100% **adherence to Government Admission Guidelines**
- User Departments: Commissionerate of Collegiate Education, TSCHE, Rashtriya Uchchatar Shiksha Abhiyan

1. **CGG implemented DOST 2016, DOST 2017, DOST 2018 and DOST 2019**
2. **Business Process Re-enginnering – Standard formats, introduced system based Green, Orange and Red channels for authentication**
3. **Integrated with UIDAI, Meeseva, BIE, SBTET, EAMCET and ePASS**
4. **Integrated multiple payment gateways (ATOM, Billdesk, T-Wallet); SMS Gateways (Voice-based and Text-based)**
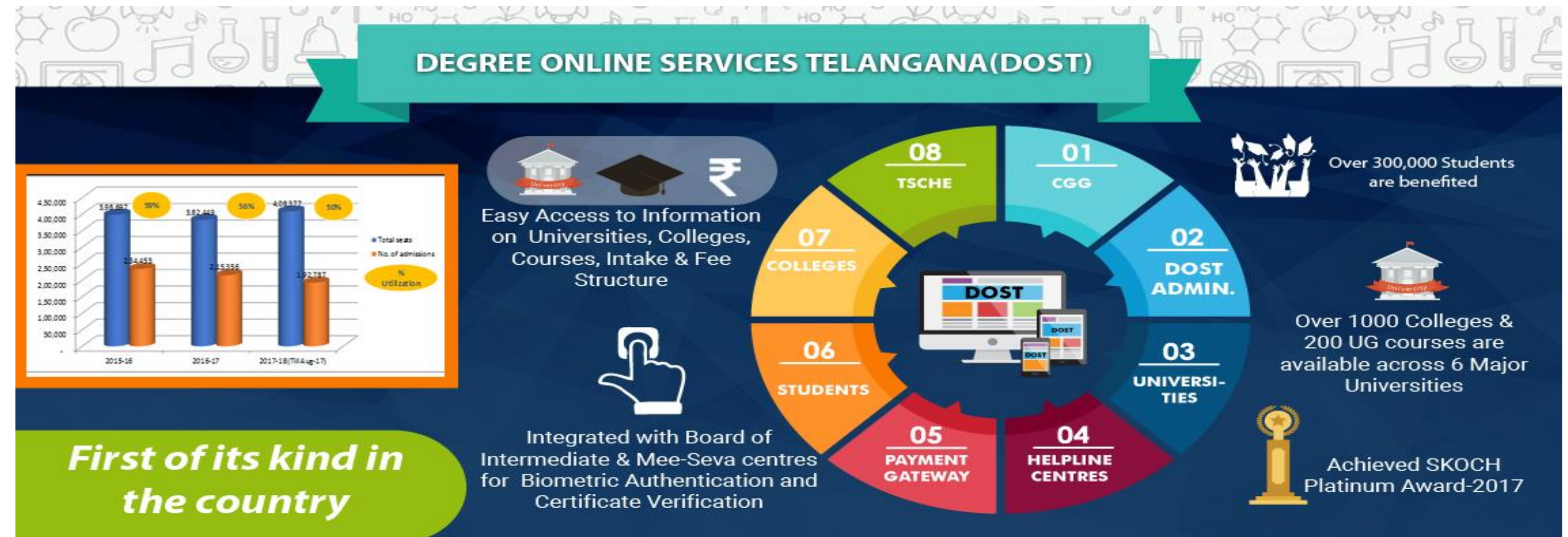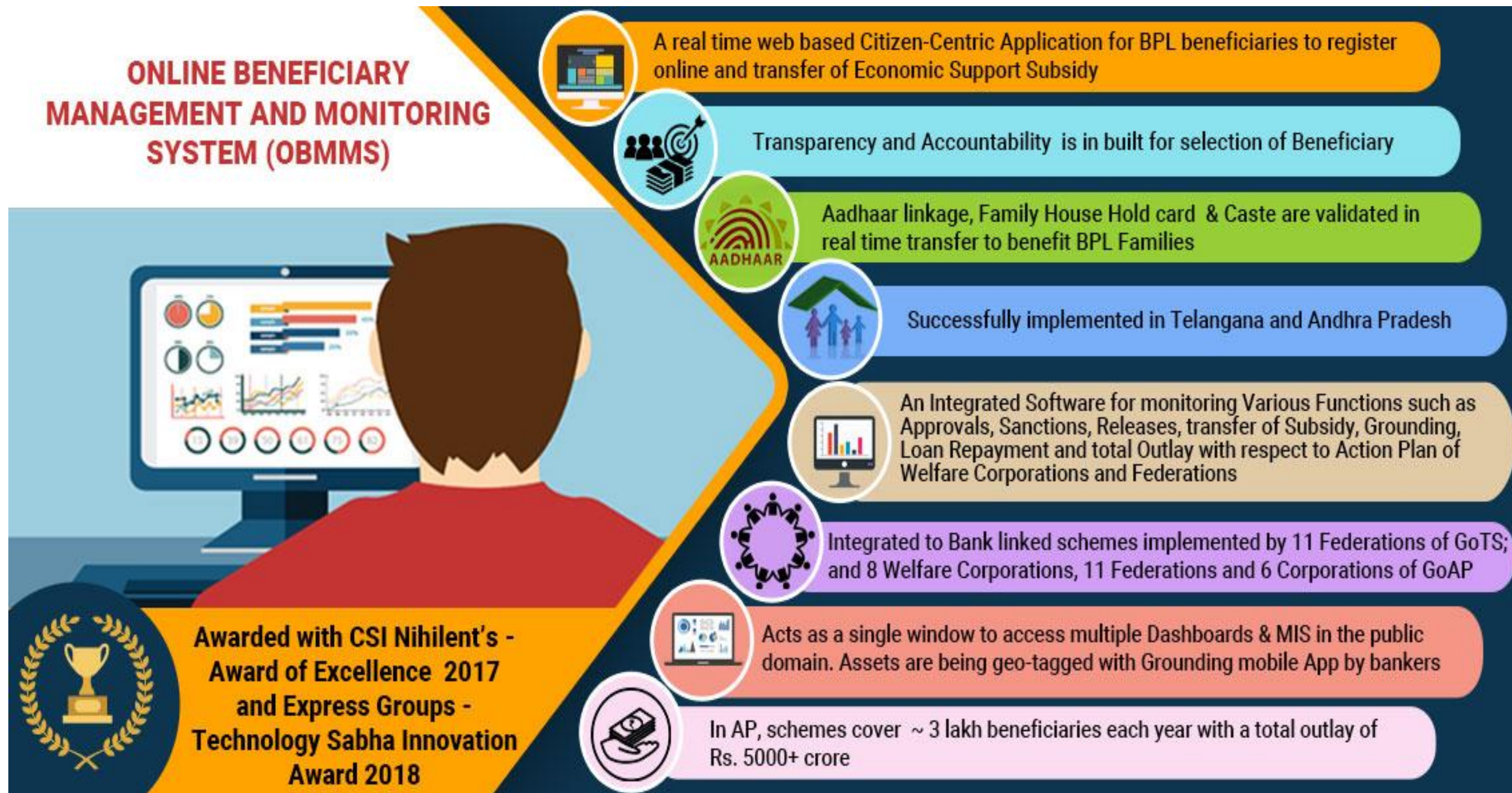

Outcomes & Impact:

- Meritorious students get admission in college/course of their choice and colleges could get students in time
- Bringing 6 Major Universities & 1200 colleges,250 Courses & 7 mediums under One Umbrella
- **Eliminated the middlemen and excess fee collection**s
- Avoided duplicate + Fake admissions=TRUST on DOST
- Increase in admissions & Government seat occupancy
- Average Student Admission p.a = 2.2+ Lakh p.a.
- 8-10 Hours of manual efforts saved per applicant along with transaction cost
- Turnaround time (admission process) reduced to 30%
- 12.5+ Lakh of paper sheets saved p.a.
- Quick Decision making by Department through Data analytics & MIS Reports
- Winner of SKOCH Platinum Smart Governance Award in 2017 & CSI Nihilent Award 2018

Project 6: ONLINE BENEFICIARY MANAGEMENT & MONITORING SYSTEM (OBMMS)

ONLINE BENEFICIARY MANAGEMENT AND MONITORING SYSTEM (OBMMS)

A real time web based Citizen-Centric Application for BPL beneficiaries to register online and transfer of Economic Support Subsidy

Transparency and Accountability is in built for selection of Beneficiary

Aadhaar linkage, Family House Hold card & Caste are validated in real time transfer to benefit BPL Families

Successfully implemented in Telangana and Andhra Pradesh

An Integrated Software for monitoring Various Functions such as Approvals, Sanctions, Releases, transfer of Subsidy, Grounding, Loan Repayment and total Outlay with respect to Action Plan of Welfare Corporations and Federations

Integrated to Bank linked schemes implemented by 11 Federations of GoTS; and 8 Welfare Corporations, 11 Federations and 6 Corporations of GoAP

Acts as a single window to access multiple Dashboards & MIS in the public domain. Assets are being geo-tagged with Grounding mobile App by bankers

In AP, schemes cover ~ 3 lakh beneficiaries each year with a total outlay of Rs. 5000+ crore

Awarded with CSI Nihilent's - Award of Excellence 2017 and Express Groups - Technology Sabha Innovation Award 2018

Outcomes & Impact:
- Disbursement of subsidy through DBT to 6.7 lakhs beneficiaries per year
- Integrated platform for 17 Corporations, Federations, Collectors etc for real time monitoring
- **34 lakhs beneficiaries** are benefited since 2014-15
- **Rs.2909 crores** of subsidy released since 2014-15
- **Rs.2730 crores** of bank loans released since 2014-15
- **Reduction in Carbon footprints-** 48 lakhs of papers saved every year
- All the Stakeholders are getting benefitted i.e Corporations, District Officials, Banks, Beneficiaries etc.
- Recepient of CSI Nihilent 2017 Award of Excellence

➢ **OBMMS project is being replicated across the country by MeitY,GoI**
➢ **OBMMS of similar magnitude is implemented in State of Telangana also**

Project 7: Electronic Payment & Application System of Scholarships (ePASS)

In Telangana, successfully facilitated and disbursed 90+ lakh student applications under 14 schemes, in the last 4 academic years

Hassle-free application system for Students, with transparency and accountability in scholarship process

Eliminated manual visits for verification & avoided fictitious colleges and ghost students

Track the application status at every stage

End-to-end Online Scholarship application for various scholarships offered to students (Pre-metric & Post-metric) by various State Governments

Skoch Platinum Smart Governance Award 2017

In Top-200 Smart Governance Projects In India

CSI-Nihilent e-Governance Award 2015-16 : Appreciation under Sustenance Category

CSI-Nihilent e-Governance Award 2010-11: Award of Excellence under G2C Category.

CGG designed and developed the Online Scholarship application for various scholarships offered to Students (Pre-metric and Post-Metric) by various state governments **Integrated with 12 external systems such as such as UIDAI, State Treasury, MeeSeva, CET, DOST, SSC etc ensuring *interoperability***

Objectives

- Single portal to manage scholarship disbursements
- "Multi-Department" – "Multi-Stakeholders" – "Multi-Stages" centrally integrated
- Based on eligibility criteria to different category of stakeholders
- DBT of scholarship amount into bank accounts of eligible students

Outcomes & Impact:

- From 24 manual process involved earlier cut down to 13 steps post e-PASS
- Rs. 6000 Crore of DBT every year, covering more than 50 Lakh beneficiaries per year (in six states)
- Till date, more than 2 crores applications processed
- Winner of CSI Nihilent e-Governance Awards in 2016 and 2011 & SKOCH Platinum Smart Governance Award in 2017

User Departments   Across Six States

1. Telangana (17 schemes), 2. Andhra Pradesh (till 2017), 3. Karnataka,   4.Himachal Pradesh, 5. Jharkhand and 6. Tripura

Project 8: Online Procurement Management System (OPMS)

Online Procurement Management System

Procurement →

Payment ←

Paddy Procurement Center → Godowns → Mills

- No middleman interference with direct procurement
- Successful Implementation for 4 Seasons
- SMS on Status
- Distributed over Rs.16,700 Cr to the farmers
- Activity log to trace the user activity
- Sends money to the beneficiary account in 48 hours

Objectives

- To achieve transparency in payments made to farmers, by making online payments within 48 hrs of paddy procurement

User Department/s

- Civil Supplies Corporation, Telangana

- **In 2017, record payment of MSP of Rs 8,500 crore to apprx 10 lakhs farmers**
- **In 2018 MSP of Rs. 9500 crore to apprx. 10 lakhs farmers through online, which is highest in the country**
- Recipient of **Elets best mobile app of the year Award**

Statistics:

- **210 lakhs** tons of paddy is procured in the Kharif season and Rabi season from the farmers in 3 years.
- Nearly **6500 crores of payments** are made for kharif season to the farmers.
- 21 lakh farmers have been registered during the various seasons and had sold the paddy.
- **1087 Mills (Raw &Boiled)** have been registered for the Rabi 2019 season.
- **3378 PPC** are now procuring the paddy from the farmers for the Rabi 2019 season

Outcomes & Impact:

- **Transparent system, created TRUST on Government**
- **Flexibility-can create PPS more closer to Farmers**
- **Farmers:** Receiving payments in 48 hours, sell paddy in nearby market on MSP, getting SMS on payment, huge time saving & transaction cost.
- **Miller:** receiving paddy in time , based on storage capacity
- **Streamlined PDS**
- **Finance Department:** monitors transactions made by PPC and track the payments made to the farmers.
- **District Level-**DM & DCSO monitor & track the payments to Farmers
- **Paddy Purchase Centre:** single window to farmers regarding paddy procurement
- **Civil Supplies Department-** monitors & track payments through Dashboard & MIS

Project 9: Greater Hyderabad Municipal Corporation

Objectives

- CGG is successfully managing over **40 applications** of Greater Hyderabad Municipal Corporation since 2014. [**Property Tax, Trade License, Integrated Grievances System (IGS), myGHMC Mobile App, TEAM, Sports**]
- For effective track & resolve the tickets received from the user department CGG has introduced a **Ticketing System**.
- A supporting Mobile app is developed both in Android & iOS featuring **13 prime services** of GHMC.
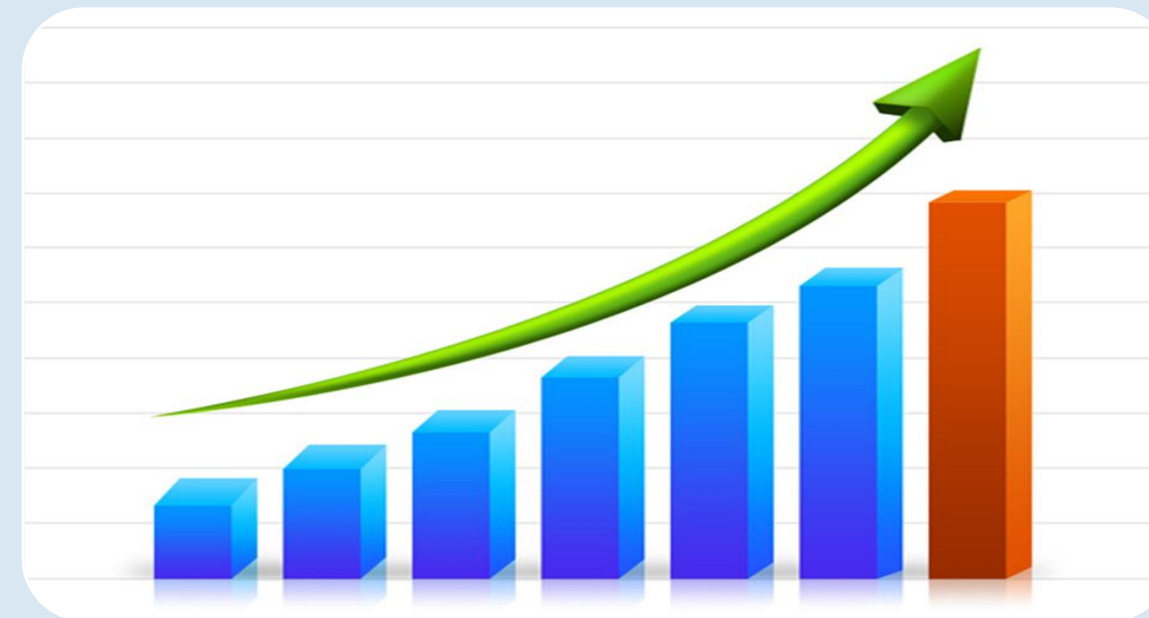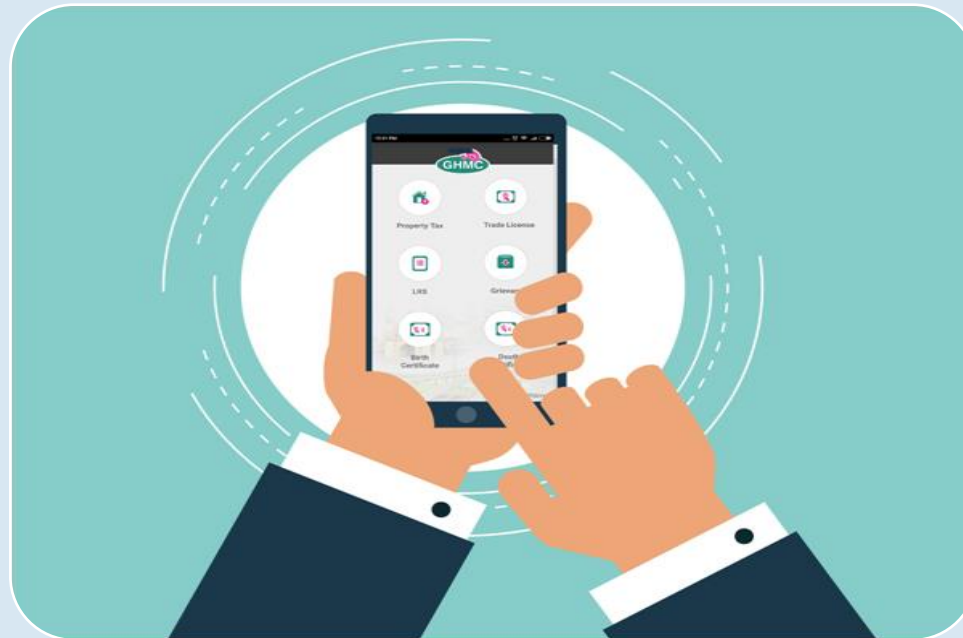
Outcomes & Impact

Citizen –
- with the help of GHMC web portal and MyGHMC mobile app citizen can easily access prime services of GHMC like Payment of Property tax, Birth & Death certificate download, Raising a grievance from any where and anytime.

GHMC –
- Real time monitoring through Dashboard & MIS reports
- Increase of 25% in Property Tax collections. 40% of PT payments were done through online mode.
- GHMC could collect Rs.365 Crore in early bird scheme

Statistics

- **25 Lakhs users**
- MyGHMC Mobile App has over **8,31,691 App downloads**
- **2,03,770 Birth Certificates & 29,952 Death Certificates** downloaded through mobile app
- **2,01,214 grievances** registered with **89.2 %** redressal rate in IGS
- **15,68,136 Zero Garbage attendance** is monitored on daily basis

Recipient of Digital India Award - Platinum Category for Outstanding initiative by a local body

m-Governance: Mobile Based Applications

Objectives

The State of Telangana, is pioneer in offering its services through mobile Governance. Centre for Good Governance is associated with the Telangana Government to promote m-Governance across Governments by developing mobile based applications. CGG has developed over 70 mobile applications for its User Departments in various sectors such as Aadhaar based services, Agriculture, Irrigation, Education, Health, Electoral services, Skill Development, Fire, Police and Citizen-centric services for Urban Local Bodies etc.

- myGHMC
- Paddy Procurement
- Aadhaar based attendance
- Swatch Telangana
- GHMC Officer App
- Election Commission - Voter Slip
- Reservoir Storage & Levels
- Skill Development - Training C
- enter Inspection
- R&R – SES
- Hotel Inspections
- Skill Development - Placement Verification
- GAD Leave Management System
- Work Force Management System – Hyd City Police
- Task Electronic Assessment and Monitoring (TEAM)
- TS Fire Inspection
- PCB Bio-Medical Wastage
- AP Online Beneficiary Monitoring and Management System (APOBMMS)
- Mana Isuka Vahanam

g-Governance: GIS based Monitoring through Dashboards

- **Dashboard for CS, GoTS**
- Swachh Telangana
- Assembly GIS
- Urban Local Bodies (Qutubullapur Municipality Application)
- Reservoirs Level Information System GIS
- Health Facility Information GIS
- Rainfall GIS
- School Score Card – GIS
- **Vector mapping of properties for GHMC**

CGG's foray into Emerging Disruptive Technologies – Blockchain and Internet of Things (IoT)

POC under progress → Blockchain for Birth/Death Certificates - GHMC

Building a Self-Sustainable Ecosystem

Positioning as a Leader

Research and Development

Easy access to User Departments

Access to Industry ready Talent/Experts

Ease of Identification; PoCs and Prototypes

Enhancing Transparency

Support in Implementation within Govt

Promote and Support Innovation

Centre for Excellence
collaborate / innovate / create

CGG forging Partnerships in Blockchain

- Aequalis/Apla – created "Chitta", an impermeable ledger that protects small land owners and stimulates fair use of land
- Blockcluster – started by a group of ex-Blockchain Ninjas from Emirates NBD, UAE Army, Paytm and Consensys Dubai and have created a turnkey A-Z Blockchain automation product called Blockcluster
- Eleven01 provides services across blockchain cluster and has also partnered with Tech Mahindra for tech innovation
- In dialogue with Zebi Chain for Police Commissionerate Project
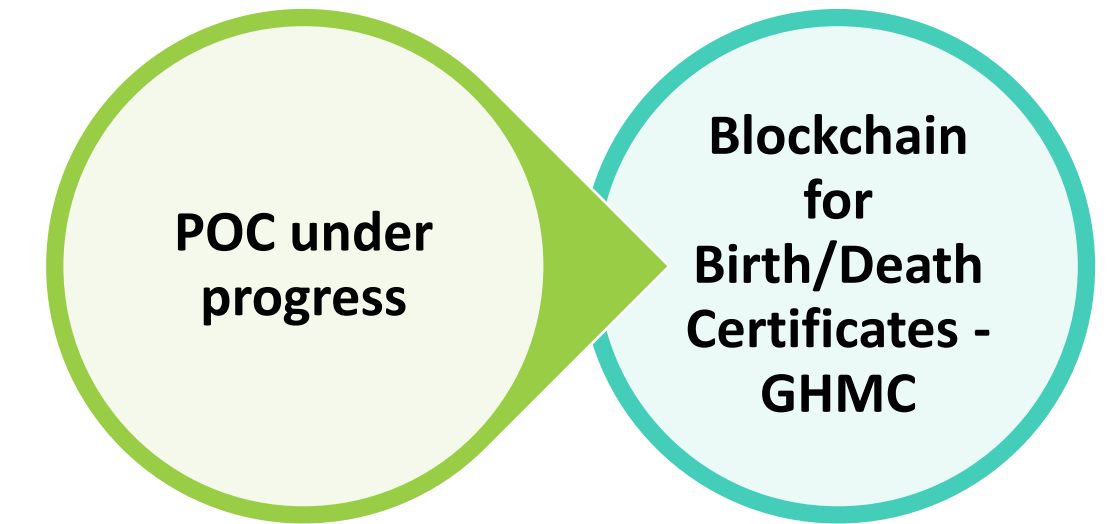
Actively engaged in Knowledge Sharing in various conferences/ workshops

- International Blockchain Congress 2018 (Exhibited CGG works through stall, signed MoUs); Networked with 53 BC organisations
- International conference on Blockchain, Cryptocurrency & Digital Assets: Regulatory Framework - ILTES;
- Conference on 'Blockchain Technology-Opportunities & Challenges - FTAPCCI;
- Waste Management Summit – Elets (IoT);
- Aliens Fest 3.0,
- C-DAC

Conducted in-house Hackathon and Ideation events. Few prototypes which are proposed include;

- Smart Irrigation project in Horticulture Sector
- Monument (Heritage) protection project for ASI
- Automatic water filling project - potential application in HMWSSB
- Green House Environment project - with MongoDB

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Key Takeaways

Good Governance: Implication for Indian civil servants

Accountability and Transparency

Govt. Process Re-engineering

Citizen-centric Services and Citizen Charter

Technological Advancements

Attitudinal changes

Need to update existing skills and acquire new skills

Key Takeaways

Good Governance may be a rhetoric, but good government, responsive administration and a just legal system are eternal requirements

External drive to policy change to be replaced by local commitment and ownership of reform

Ingenuous ideas for improving governance, ownership of initiative and commitment to reform extremely important

About CGG

CGG: Governance Structure

Hon'ble Chief Minister, Government of Telangana (GoTS) **Chairman, CGG – Governing Board**

Chief Advisor to GoTS **Executive Vice Chairman, CGG – Governing Board**

Board Member, Chief Secretary

Board Members – Principal Secretary (Finance) and Principal Secretary (IT)

Director General, CGG

Indian Institute of Technology, Hyderabad; Indian School of Business – provide industry and Academic strengths

CGG: Vision & Mission

To be a world-class institution to support governance reforms by bringing together and harnessing the power of knowledge, technology and people for good governance

- To support Government organizations to implement governance reforms
- To enable the Government organizations with e-Governance tools for improved service delivery

- To create a bank of best practices and tools in e-Governance, m-Governance and g-Governance
- To support change management programmes in government

- An autonomous & financially self-sustaining Institution without regular Govt. budget
- Think Tank for Governments with unbiased & neutral analysis

- A value added interface between Governments & information technology
- Forward looking & User Department satisfaction oriented with cost effectiveness and service outlook
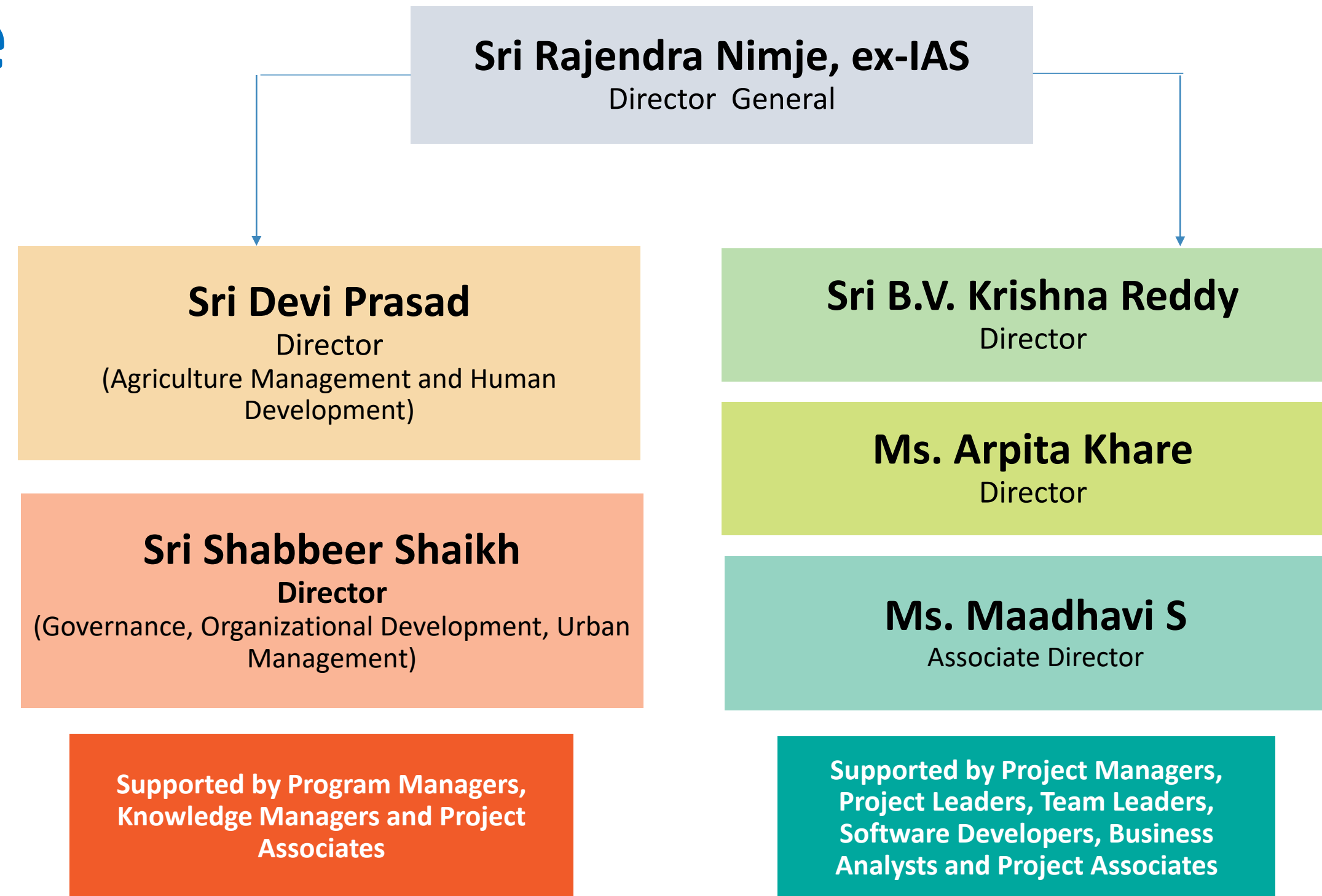
CGG At-a-Glance

Completed
18 years in
Good Governance
Sector

Sri Rajendra Nimje, ex-IAS
Director General

Sri Devi Prasad
Director
(Agriculture Management and Human Development)

Sri B.V. Krishna Reddy
Director

Ms. Arpita Khare
Director

Sri Shabbeer Shaikh
Director
(Governance, Organizational Development, Urban Management)

Ms. Maadhavi S
Associate Director

Supported by Program Managers, Knowledge Managers and Project Associates

Supported by Project Managers, Project Leaders, Team Leaders, Software Developers, Business Analysts and Project Associates

Director General, CGG is supported by a team of total five Directors, who bring a combined experience of nearly 100 person-years in Innovative and Efficient Implementation of Government Schemes and Programmes and Service Delivery; along with its best practices and models of good governance

Since its inception in 2001, CGG has become truly a National Institute by providing support to several States as well as GoI Ministries/Departments in the areas of

- Administrative Reforms
- Governance and
- e-Governance, m-Governance, b-Governance & g-Governance

Working with Govt. of India, Govt. of Telangana, other State Governments, Multilateral Funding Agencies
(UNICEF, UNDP, World Bank etc.,)

Nearly 350 employees

In 2018-19, implemented
nearly 230 Projects in e-Governance &
30 Projects in K&R

Infrastructure & Facilities

State-of-the-Art Data Centre

✓ CGG Data Centre has highly available and highly scalable private cloud computing platform with a capability of hosting over a 1000 applications .

✓ Enterprise Class Blade Servers, Rack Servers, Storage Devices, Firewalls, Networking Equipment, Load Balancers, Complete Automated Backups.

✓ CGG established a near Disaster recovery Site at STPI , Hyderabad with 4 hours RPO(Recovery point Objective).

Conference Halls, Knowledge Resource Centre

✓ Operates from fully equipped 2 campuses
✓ State of the art meeting/conference facilities (200 PAX)
✓ Building expansion with Solar Power Plant.

Latest IT licenses and Security

✓ Operates with current and latest IT licenses and software's

✓ Datacentre is protected with two layered Firewalls and Host based malware protection for all the servers.

Virtualisation , Bandwidth , Backup and Monitoring

✓ Migrated to VMware Cloud - Security ,Efficient Virtulization Management, Cloud Management, Reporting, Replication between DC-DR Sites.
✓ 600 Mbps Internet of Bandwidth for DC –DR operation
✓ Complete automated backup with Commvault and 24x7 monitoring from ZOHO

CGG: Process driven Organization

Adherence to Standard Processes for Software Development, Testing & Deployment

Strict adherence of QA testing, QA Audit, GTGW & Security Audit in IT Solutions

Strict adherence of DB Audit, Code Audit, Process Audit by third party or other project teams in case of sensitive projects such as TSPSC, DOST

TSPSC: Telangana State Public Service Commission; DOST: Degree Online Services, Telangana

Our Esteemed Clientele

GOVERNMENT OF TELANGANA
FINANCE DEPARTMENT

Ministry of Electronics & Information Technology
Government of India

National Health Mission
Ministry of Health & Family Welfare, Government of India

भारत सरकार कार्मिक मंत्रालय, लोक शिकायत और पेंशन
GOVERNMENT OF INDIA MINISTRY OF PERSONNEL , PUBLIC GRIEVANCES AND PENSIONS

प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

GOVERNMENT OF KARNATAKA

नाबार्ड NABARD

Unique Identification Authority of India
Government of India

Telangana State Online Beneficiary Management and Monitoring System (OBMMS)

Andhra Pradesh Reorganisation

WORLD BANK

unicef | for every child

Commissionerate of Collegiate Education
Government of Telangana

छत्तीसगढ़ सरकार
राज्य सेवा वितरण प्रवेश द्वार

TELANGANA STATE
Housing Corporation Limited

GOVERNMENT OF MEGHALAYA

EGIYE BANGLA
e - Bangla
The official portal of the Government of West Bengal

Our Clients

2BHK Housing
Government of Telangana

Greater Hyderabad Municipal Corporation
హైదరాబాదు మహానగర పాలక సంస్థ

मध्यप्रदेश शासन

The Singareni Collieries Company Limited
(A Government Company)

SWACHH BHARAT - SWACHH TELANGANA
COMMISSIONER & DIRECTOR OF MUNICIPAL ADMINISTRATION
GOVERNMENT OF TELANGANA

హైదరాబాద్ సిటీ పోలీస్
HYDERABAD CITY POLICE

Telangana State Election Commission

తెలంగాణ రాష్ట్ర ప్రభుత్వము
పంచాయతీ రాజ్ మరియు గ్రామీణాభివృద్ధి శాఖ
గ్రామజ్యోతి

తెలంగాణ రాష్ట్ర రోడ్డు రవాణా సంస్థ
Telangana State Road Transport Corporation

Telangana State Industrial Project Approval & Self Certification System (TS-iPASS)
GOVERNMENT OF TELANGANA

CYBERABAD POLICE
YOUR SAFETY OUR CONCERN

Online Procurement Management System(OPMS)
Government of Telangana

పట్టణ పేదరిక నిర్మూలన సంస్థ (తెలంగాణ)
Mission for Elimination of Poverty in Municipal Areas
Department of Municipal Administration & Urban Development, Government of Telangana

TELANGANA STATE SKILL DEVELOPMENT MISSION (TSSDM)
Government of Telangana

Consumer Affairs, Food & Civil Supplies

Government of Telangana
Department of Labour

GOVERNMENT OF TELANGANA
ANIMAL HUSBANDRY DEPARTMENT
serving farmers through animals...

ANDHRA PRADESH STATE
ONLINE BENEFICIARY MANAGEMENT & MONITORING SYSTEM (OBMMS)

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Note: The list of Clientele is only indicative

Awards, Recognitions & Empanelment's

2018

Digital India Award 2018

Category (Award) - Platinum
Outstanding Initiative by a local body" for "Citizen Centric Integrated Services for Greater Hyderabad Municipal Corporation (GHMC)"

CSI Nihilent e-Governance Award 2018 – Best e-Governance Project

Award of Excellence to "Integrated Citizen-centric online services for Fire Department, Govt. of Telangana"
Award of Appreciation to "Degree Online Services Telangana"

eINDIA Award - 2018

Election Management System (Te-Poll) (Award Category - eGovernance Initiative of the year for Government Service Delivery)
Online Procurement Management System (Mobile App) (Award Category - mGovernance Initiative of the year for Government Service Delivery)
Data Center Facility at Gachibowli Campus

2017

CSI Nihilent e-Governance Award 2017 – Best e-Governance Project

Award of Excellence to "Police Work Force Management System, Commissionerate of Police Hyderabad, Government of Telangana"
Award of Excellence to "Andhra Pradesh Online Beneficiary Management & Monitoring System (APOBMMS)"
Award of Appreciation to "Comprehensive Online Services for Labour Department, Government of Telangana"

Skoch Smart Governance Award 2017

| |
|---|
| Platinum Smart Governance Award, 2017 for Electronic Payment & Application System for Scholarships (ePASS) |
| Platinum Smart Governance Award, 2017 for Degree Online Services Telangana (DOST) |
| Silver Smart Governance Award, 2017 for Cabinet Resolutions Monitoring System (CRMS) |
| Order-Of-Merit Smart Governance Award, 2017 for |
| Electronic Payment & Application System for Scholarships (ePASS) |
| Computerization of Legislature |
| Degree Online Services Telangana(DOST) |
| Cabinet Resolution Monitoring System(CRMS) |

2016

CSI Nihilent Award, 2016 for ePASS under Sustenance Category

Skoch Order-Of-Merit, 2016 for

Procurement Management System (OPMS)
Chief Commissioner of Land Administration (CCLA)
Telangana State Public Service Commission (TSPSC)
Swachh Telangana

Previous Years
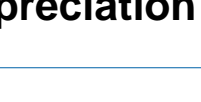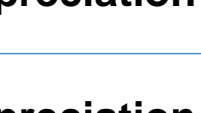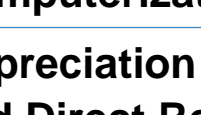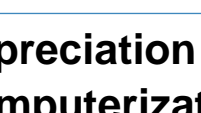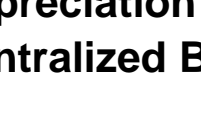
Prestigious Awards received in the previous years

National Silver Awards for eGovernance, 2009-10 for Reservoir Storage Monitoring System developed for CADA and I & CAD Dept., Andhra Pradesh Government under the category "Innovative Usage of Technology in e-Governance"
mBillionth Award South Asia award 2010, under category M-HEALTH, for Student Health Information Tracking System (SWHITS), developed for Andhra Pradesh Social Welfare Residential Educational Institutions Society
Asia Pacific users conference 2007 - Awarded 1st prize at Asia Pacific users conference 2007 for the paper "School Score Card – GIS" by ESRI
PC Quest 2006 - "Best IT Implementation of the year 2006" award for Model Town and Village Information System for monitoring INDIRAMMA programme of Government of AP
PC Quest 2006 - "Best IT Implementation of the year 2006" award for Online Legal Case Load Management System (OLCMS), for Government of AP
Conferred with eight National e-Governance awards, 2003 by Government of India, in the 7th National Conference on e-Governance, 2003
Appreciation from Andhra Pradesh State Road Transport Corporation (APSRTC) for Centralized Bus Pass Issue and Renewal System
Appreciation from Telangana State Road Transport Corporation (TSRTC) for Computerization of Bus Pass in Telangana State
Appreciation from Andhra Pradesh Public Service Commission for Departmental Tests and Direct Recruitments
Appreciation from Andhra Pradesh Reorganisation for AP State Reorganisation
Appreciation from Govt. of Telangana for the successful rollout of ePDS Project

Thank You

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