Enabling systems for improved service delivery
## OUR VISION & OBJECTIVES

### OUR VISION
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.

### OBJECTIVES

- To support Government organizations to implement **governance reforms**
- To be a **think tank** to foster growth-oriented and people-centric governance
- 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
- To provide **consultancy services** to national, state and local governments and developing countries to promote good governance

### SUSTAINING INTERVENTIONS FOR 15 YEARS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Institutional Building Phase</td>
<td>Financial Autonomy and self-reliance</td>
<td>CGG manages Reforms Incentives Fund to sustain governance reforms</td>
</tr>
<tr>
<td>Grounding of key ideas of governance reforms</td>
<td>DFID – Second Grant to GoAP (DISA Project)</td>
<td>CGG continues to undertake major consulting projects at GoI, State level and International agencies such as World Bank &amp; UNICEF.</td>
</tr>
<tr>
<td>Setting up of functional areas</td>
<td>CGG’s role – Project Manager</td>
<td>CGG develops key IT applications for State Departments and Organisations with focus on Telangana State in the sectors such as,</td>
</tr>
<tr>
<td>Strengthening with key personnel</td>
<td>Government Departments took up reform projects</td>
<td>• Administrative Reforms</td>
</tr>
<tr>
<td>Initiating Admin Reforms and improved governance systems in GoAP</td>
<td>CGG’s revenue model included projects for GoI and other States</td>
<td>• Agriculture • Education</td>
</tr>
<tr>
<td>Working closely with Department for International Development, UK</td>
<td>Strategic and Performance Innovation Units (SPIUs) in 15 Depts.</td>
<td>• Employment/Skill Development • Finance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Health • Housing • Law &amp; Order • Municipal Corporation • Welfare Schemes etc.</td>
</tr>
</tbody>
</table>
OUR UNIQUENESS

Board is headed by Hon’ble Chief Minister of Telangana

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 & client satisfaction oriented with cost effectiveness and service outlook

FROM GOVERNANCE TO E-GOVERNANCE TO B-GOVERNANCE

Admin Reforms → Governance → e-Governance → m-Governance & g-Governance → b-Governance

- Initiated Governance and Administrative Reforms at GoAP level
- Setting up of Strategic Performance and Innovation Units (SPIUs) in 15 GoAP Depts
- Providing eGovernance systems and models to implement reforms
- Provided mobile Governance with GIS based Dashboards
- Progressing towards Blockchain & IoT Technologies

STRENGTHS OF CGG

- Unique institution with a blend of competent Knowledge & Research and eGovernance teams
- Managerial strength drawn from Government Departments on deputation
  → Provides better understanding of Government domains and processes
- Works only with Government Departments/Organizations.
- Data security: Data of Government is safe and secure in the ‘State of the Art’ Data Centre of CGG
  → 70-80 percent of GoTS data is maintained in CGG servers
- Offers value added services for transforming Governance
- Quality service – comparable with NIC and private players such as Infosys, TCS etc.
- Vast pool of experts & professionals in Government domains.
### AGRICULTURE MANAGEMENT ACTIVITIES

- Reform strategies for Agriculture departments
- Strengthening Research-Extension linkages
- E-Governance and ICT use in Agriculture
- Rythu Chaitanya Yatra – Impact Studies
- Micro level planning and village action plan for agriculture
- WTO impact on Agriculture
- Citizen Charter in Agriculture Departments
- Productivity Enhancement in Irrigated Agriculture
- Reengineering Extension Approaches in Agriculture & Allied Sectors
- Change Management for Academic and Research Excellence in Agriculture
- Design of Agriculture policy for State Governments

### HEALTH AND NUTRITION

- Rapid assessment of Nutrition Rehabilitation Centres in Telangana
- Situation Analysis for POSHAN Abhiyaan to evolve a suggestive framework with strategies and approaches for implementation

### User Department/s

- Department of Health and Family Welfare, Department of Women and Child Welfare & UNICEF, Regional office, Hyderabad
- Recommendations for improving the Nutrition Rehabilitation Centres in Telangana
- POSHAN Abhiyaan study to contribute to the strategic action plan for the program in Telangana
### GOOD GOVERNANCE INDEX

**DARPG, GOI**

- 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
- GGI is being refined further

### STATE OF GOVERNANCE FRAMEWORK AND TOOLKIT

**WORLD BANK, NEW DELHI**

**Preparing a methodology for**

- Identifying the accountability institutions and grievance redressal mechanisms in the Indian states and
- For reviewing their performance

**Grievance mechanisms**

- Reviewed the extent systems and legal-institutional frameworks
- Compared the grievance systems/mechanisms
- Rajasthan, Karnataka and Andhra Pradesh
- Identified gaps and recommended entry points

**Accountability institutions**

- 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**

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.

### OPERATIONALIZING NATIONAL TRAINING POLICY 2012

**DEPT. OF PERSONNEL & TRAINING (DOPT) & UNDP**

- Prepared Functional Manual
- Supported 119 Dept./Ministries of GoI including Capacity building of Training Managers
- Prepared CTP and ATP of the GoI Departments/Ministries
- Facilitating the meetings of the Review Committee
- Several innovative elements
- Adoption of a Strategic Human Resource Management
- Incorporation of Competency based approach to personnel management
- Expected to transform the civil service into a more professional, effective and accountable institution
**Electronic Payment & Application System of Scholarships (ePASS)**

**Objectives**
- ePASS is a Single portal to manage scholarship disbursements based on eligibility criteria to different category of stakeholders.
- DBT of scholarship amount into accounts of eligible students
- Serving more than 16 schemes including Telangana state flagship programs Scholarships, Overseas schemes, Kalyana Lakshmi and Shaadi Mubarak

**User Department/s**
- More than 7 Social Welfare Departments of Telangana, Karnataka, Himachal Pradesh and Jharkhand.

**Achievements:**
- Rs. 6000 Crore of DBT every year, covering more than 25 Lakh beneficiaries per year
- GOI implemented National Scholarship Portal, CGG was technical partner in the first year (2016-17) of implementation
- Implemented in 4 states – Telangana, Karnataka, Himachal Pradesh, and Jharkhand.
- Winner of CSI Nihilient e-Governance Awards in 2016 and 2011
- Winner of SKOCH Platinum Smart Governance Award in 2017

---

**Online Procurement Management System (OPMS)**

**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

**Achievements**
- Online system has enabled instant transfer of the amount from the GoTS to Farmer’s Account in ‘two’ working days. (Earlier it used to take 30-60 days)
- Generation of sanction orders and payment advice as per the prescribed format
- In 2017, record online payment of Rs 8500 Cr (at Minimum Support Price) was made to farmers, which is highest in the country
- Winner of SKOCH Smart Governance Award in 2016
Degree Online Services, Telangana (DOST)

Objectives
- DOST is a digital transformation of admission process in degree colleges. Brings all universities under one umbrella, making the largest virtual online University in the State of Telangana.
- DOST is focused on admission's core processes, resulting in massive saving to all the stake-holders in terms of cost, effort and time.
- Technology driven student verification and all the required information for admissions into any colleges is available at fingertips.

User Department/s
- Commissionerate of Collegiate Education, Govt of Telangana,
- Telangana State Council of Higher Education, Govt of Telangana
- SPD-RUSA (Rashtriya Uchchatar Shiksha Abhiyan)

Achievements
- Annually 2.5 Lakh students from various states and countries are admitted into more than 1100 colleges in Telangana
- Success of DOST has encouraged plans for online admission of Intermediate Students
- In compliance with UIDAI – 2.0, HSM based data vault is integrated for Aadhaar authentication of students
- Winner of SKOCH Platinum Smart Governance Award in 2017

ORPS (Online Recruitment Processing System)

Objectives
- To reduce cycle time of recruitments.
- Reduce drudgery in recruitment processes
- To provide 24x7 services to the applicants

User Department/s
- Public service Commission of Telangana
- HODs and PSU like CCLA, Excise, TSTRANSCO, TSGENCO, RTC, TSSPDCL, TSNPDC, APGENCO, DPHFW (Health Dept.), APTRANSCO, Visakha Collectorate, Karimnagar Collectorate.

Transactions
- Handled 1.55 lakhs applications received on a single day
- Till date 3.5 crores applications processed for various recruitments
- Drastically reduced cycle time for recruitments

First in India to standardise processes and implement Online Recruitment Processing System
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 Department/s**

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

**Achievements:**

- Telangana State secured 1st rank in all India EODB ranking of 2016 and secured 100% on Reforms Evidence in all India EODB ranking 2017.
- Winner of CSI Nihilient e-Governance Award of Appreciation 2017 - Labour Department.

Election Management System (Te-POLL)

**Objectives**

- Telangana State Election Commission takes care of superintendence, direction and control of preparation of electoral rolls and conduct of all elections to Panchayat Raj and Municipal Local bodies in the State.
- Magnitude of Election covers 12,751 Gram Panchayats (GPs) and 71 Urban Local Bodies. Successfully generated Electoral Rolls and targeting 1.37 crores rural voters and 85 lakhs voters of GHMC area in Telangana.
- There are 1,13,358 GP Ward Constituencies going to polls in a cycle of five years in Telangana.
- Polling personnel randomisation module ensures fairness and transparency in the election process.
- Developed End-to-End Management of election activities for State Election Commission.

**Achievements**

- Online Electoral Roll Generation.
- Online Voter Slip Generation.
- Gram Panchayat Electoral Roll generation time reduced from 1 week to 30 minutes.
- Reduction in cost and official's time & effort.
2BHK Housing

Objectives

- The initiatives and activities of this project are automated to ensure transparency, accountability and effective monitoring of the services right from administrative sanction to release of funds & contractor payments. Serves as a centralized website for the 2 BHK scheme online services for Housing Department.

- Brings transparency in tracking administrative sanctions, technical sanctions, location identification, initial costs, Contractor Bills, Pass orders, pay Orders, payments, progress monitoring across the Telangana State

- Hassle free bill generation and payments to contractors

User Department

- Housing Department, Telangana State

Outcomes

- Allotted Houses: 2,74,116
- Administrative sanctions: 2,30,495
- Tender Finalized: 1,43,074
- Completed Houses: 11,234

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 6 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

2 BHK Housing is a flagship Programme of Govt of Telangana (GoTS) with a vision to provide dignity housing to all the houseless poor families in the state.
**Objectives**
- To monitor the progress of toilet constructions under Swachh Telangana programme which is being implemented in all the Urban local bodies

**User Department**
- Commissioner and Director of Municipal Administration (CDMA), Telangana

**Achievements**
- Repository of Beneficiary information, toilets constructed under this scheme, etc
- Real time monitoring through Dashboard
- Workflow is in-built in the system and fastens the approval process required at various levels
- GIS-based tracking
- Generation of sanction orders and payment advice as per the prescribed format
- Winner of SKOCH Smart Governance Award in 2016

**mGovernance - 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.

**Featured Mobile Applications**
- MYGHMC
- AEBAS
- MBMP
- GREEN HYDERABAD
- TS EC VOTER SLIP
- SWACHH TELANGANA
- TS FIRE
- PHC
- SUPER APP

**gGovernance-GIS based monitoring through Dashboards**

**Objectives**
- Real time GIS based monitoring for decision making
- CGG has developed GIS based dashboards for monitoring of various schemes such as OBMMS, Kalyan Lakshmi, Shaadi Mubarak, Post & pre Matric Scholarships etc.
INFRASTRUCTURE & FACILITIES

State-of-the-art Data Centre

- Primary: Cloud- 7.5 TB RAM, 750 Core, 240 TB Storage, 310 Mbps.
- DR-Cloud-4.5 TB RAM, 300 core, 240 TB storage, 255 Mbps.

Centre for Good Governance is equipped with sophisticated Data Centre facility that centralizes organization's IT operations and equipment, and where it stores, manages, and disseminates its data.

CGG Data Centre has highly available and highly scalable private cloud computing platform with a capability of hosting over a 1000 applications with an Enterprise Class Blade Servers, Rack Servers, Storage Devices, Firewalls, Networking Equipment, Load Balancers, Complete Automated Backups, Excellent wired and wireless connectivity, Technologically proven fail-over, cutting-edge Virtualization Technology, 24x7 Monitoring and its operations are carried out by Technically Qualified Professionals.

- Disaster Recovery Plan is developed by CGG in conjunction with the Business Continuity Plan. Technology recovery strategies are developed to restore hardware, applications and data, in time to meet the requirements.
- CGG has setup near line Disaster Recovery Centre in STPI using OEM proprietary technologies with VMWare for high-availability of services to the citizens.

Conference Halls, Knowledge Resource Centre

- Operates from fully equipped 2 campuses
- State of the art meeting/conference facilities (200 capacity)

Latest IT licenses and softwares

- Operates with current and latest IT licenses and softwares
- Adequate hardware availability/backup
OUR ESTEEMED CLIENTELE

* The Clientele list is not exhaustive

OUR MENTORS

Sri K. Chandrasekhara Rao
Hon’ble Chief Minister
Government of Telangana

Dr. Rajiv Sharma, IAS (Retd.)
Former Chief Secretary, Govt. of Telangana,
Chief Advisor to the Govt. of Telangana,
VC CCG Board & Chairman Steering Committee, CCG

Sri Rajendra Nimje, ex IAS
Director General, CCG

CENTRE FOR GOOD GOVERNANCE

Jubilee Hills Campus
(Dr. MCR HRD Institute Campus),
Road No. 25, Jubilee Hills,
Hyderabad 500033, Telangana,
Phone: +91 40 2354 1907 / 09, 23686000
Fax: +91 40 2354 1953

Gachibowli Campus
Centre for Good Governance
Survey No. 91, Near Outer Ring Road
Chowrasta, Gachibowli,
Hyderabad 500 032, Telangana, India.
Phone: +91 40 2312 0009

www.cgg.gov.in, email:info@cgg.gov.in