CENTRE FOR GOOD GOVERNANCE

Knowledge • Technology • People

ISO 9001:2015, 27001:2013 & CMMIL3 CERTIFIED



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

CGG, SINCE 2001

- Knowledge and Technical Partner to Govts. in the implementation of new programs/schemes
- Staying ahead in technology to deliver top-notch services

2001-2005

- CGG was established as a separate Wing of the Dr. MCR HRDI in Oct-2001 with Grant-in-aid from DFID (UK) and GoAP.
- In 2003, CGG constituted as Govt. Society with a view to achieving functional autonomy in Programme implementation.
- Govt. Consultancy projects in Housing and Irrigation Projects - Monitoring systems for Indiramma Housing, Integrated Poverty Monitoring System, etc.

2009-2016

- Major consulting projects at GoI and State level
- In 2009, started the e-Development Division with a team of 60 members with a vision to support the State Government in its IT initiatives
- Governance Reform Programme – Phase 2 (2006-2009) [DEABAS, MIS for Slum/HH survey, Grievance Redressal System, Online certificate course for RTI, Recruitment Processing System for Public Service Commission, HRMS for TTD]
- Increased focus in Unified Andhra Pradesh and later Telangana
- Finance Department Portal (State Budget), GoTG | Comprehensive solutions for the State Legislature (Unified AP & GoTG) | Scholarships for Welfare departments | KPI Monitoring System (Unified AP) |MIS for State Re organization (Unified AP & GoTG) | Mobile Apps

2017 TO TILL DATE

- Enhanced IT solutions through technological advancement - 200 eGov projects | 150 mobile apps | GIS based IT solutions | CoE-Emerging Technologies | Migration to Cloud Ecosystems
- Revamped Data Center infrastructure with Near Disaster Recovery center
- ISO 9001:2015, 27001:2013 & CMMiL3 Certified| Adopted best security standards
- K&R (Govt. Consultancy) for Telangana and GOI and other states
- Increased Geographic presence (Telangana, AP, Karnataka, Tamil Nadu, Madhya Pradesh, Chhattisgarh, Jharkhand, Gujarat, Maharashtra, J&K, Orissa, Arunachal Pradesh, Meghalaya)
- Building Infrastructure – Gachibowli Office Expansion, Solar Carport, Re-modernization of development Cell and Main Building (Jubilee Hills)

OUR UNIQUENESS

- Think Tank for Governments with unbiased & neutral analysis
- An autonomous & financially self-sustaining Institution without regular Govt. budget
- Forward looking & client satisfaction oriented with cost effectiveness and service outlook
- A value-added interface between Governments & Information Technology

FROM GOVERNANCE TO E-GOVERNANCE TO EMERGING TECHNOLOGIES

Admin Reforms	Governance and Reforms	E-Governance	M-Governance and G-Governance	Emerging Technologies and Migrate to Cloud
Initiated Governance and Administrative Reforms at GoAP level	Setting up of Strategic Performance and Innovation Units (SPIUs) in 15 GoAP Depts	e-Governance solutions and models to implement reforms	Sub-domains of e-Governance: Mobile Governance & GIS based applications	Adopting Emerging Technologies such as Artificial Intelligence, Internet of Things

STRENGTHS OF CGG



1. Familiarity and better bonding with Government Departments/ Organizations and their working methods
2. Unique institution with a blend of competent "Government Consulting" (Knowledge & Research) and e-Governance, m-Governance and CoE-ET
3. Managerial strength (Directors, PMs) drawn from Government Departments on deputation which provides better understanding of Government and its processes
4. Vast pool of experts & professionals in Government domains
5. Offers value added services for transforming Governance
6. Quality service – comparable with best Industry players
7. Data security: Government data is safe and secure in the 'State of the Art' Data Centre of CGG.

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



Formulation of draft State Agriculture Policy; and Comprehensive Policy for Transforming Animal Husbandry and Fisheries Sectors for GoTS

Farm Viability centric interventions in Agriculture and Allied sectors under Rashtriya Krishi Vikas Yojana (RKVY)

WORKING WITH UNICEF

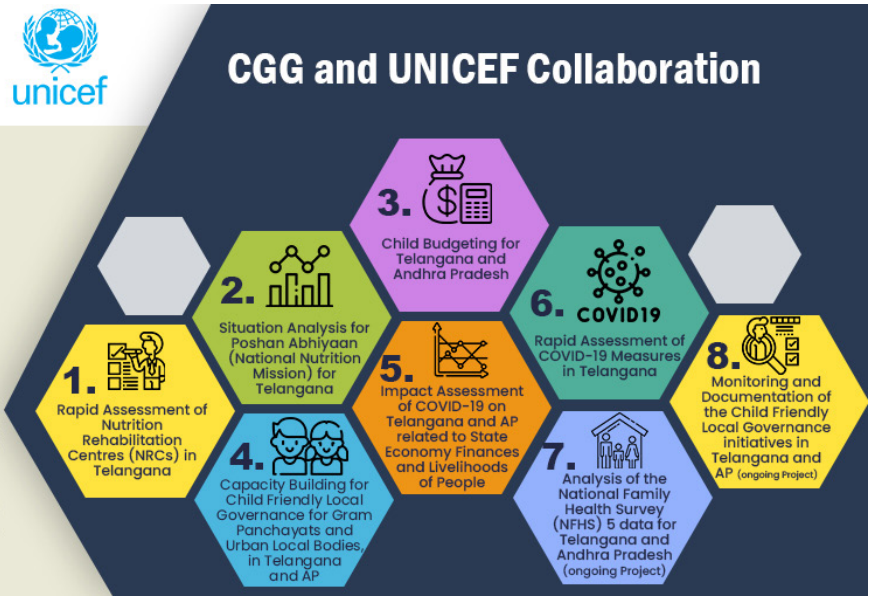
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unicef



UNICEF works to promote and protect the rights of children across India and have spent 70 years in India working to improve the lives of children and their families.

CGG is proud and honoured to partner with UNICEF on various initiatives related to health, nutrition, education and child protection.



GOVERNANCE AND REFORMS



- Good Governance Index (GGI) for GoI 2023 (earlier 2021 and 2019), DAPRG, GoI
- District GGI- Arunachal Pradesh, Gujarat, J&K, Maharashtra, DAPRG, GoI
- Grievance Redressal Assessment & Index (GRAI), DAPRG, GoI
- Annual Capacity Building Plans for 7 Ministries/Departments, GoI
- Strengthening Interface between Panchayats and Elected Representatives of Parliament and State Legislatures, MoPR
- District Reorganisation, Telangana
- Establishment of Centre of Smart Governance for Govt. of Karnataka
- Strengthen Aspirational District Governance for improved service delivery, Chhatarpur District, Madhya Pradesh.



STRATEGIC ADVISORY AND MONITORING & EVALUATION

- Skills Acquisition and Knowledge Awareness for Livelihood Promotion' (SANKALP) Project, a World Bank loan assisted programme run by Ministry of Skill Development & Entrepreneurship
- Audit of Staff Strength of Food Corporation of India (FCI)
- Third-Party Evaluation of various schemes/projects of the North Eastern Council (NEC) Schemes, North East Road Sector Development Scheme (NERSDS) and NER Vision 2020 to achieve a rapid socio-economic development in all eight NE States, Ministry of Development of North East Region (MoDONER), Govt. of India



- Socio-economic study with focus on CSR evaluation of 30 mines of Singareni Collieries Corporation Ltd.
- Manpower Rationalization Review of Organization Structure and Preparation of Strategic Training Plan for Madras Fertilizers Limited

PLANT QUARANTINE MANAGEMENT SYSTEM (PQMS) & COMPREHENSIVE REGISTRATION OF PESTICIDES (CROP), MINISTRY OF AGRICULTURE & FARMER WELFARE, GOI

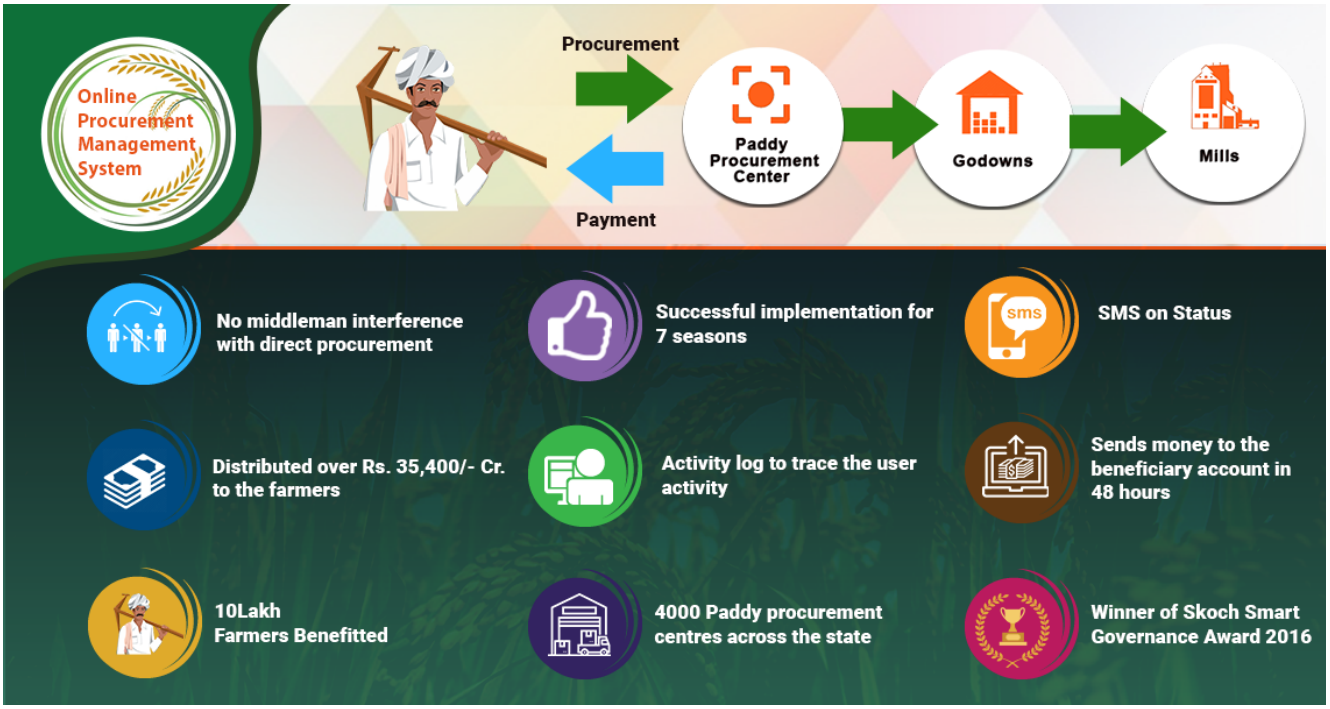
Plant Quarantine Management System for Online Import Release and Export Process Systems, facilitates Importers to apply online for Import Permit/ Release Order and Exporters to apply online for Phyto-Sanitary Certificate. The system shall be deployed in 67 quarantine stations across the country.

Comprehensive Registration of Pesticides for Online Certification of Pesticide Registration, facilitates online submission of applications, registration fee payment through net banking and other payment modes, Scrutiny by CIB&RC officials, issue of registration certificates to the pesticides across the country.



* ongoing projects

Online Procurement Management System (OPMS, PADDY)



CONSUMER AFFAIRS, FOOD AND CIVIL SUPPLIES
GOVERNMENT OF TELANGANA STATE, INDIA

Electronic Payment & Application System of Scholarships (ePASS)

- CGG was the Technical Partner to GoIs National Scholarship Portal in its first year (2016-17) of implementation
- ePASS is an Online Scholarship Application for various scholarships offered to Students (Pre-metric and Post-Metric) by various state governments
- Single portal to manage scholarship disbursements

- DBT of scholarship amount directly into accounts of eligible students
- More than 7 Social Welfare Departments of Telangana, Karnataka, Himachal Pradesh and Jharkhand
- Rs. 6000 Crore of DBT every year, covering more than 25 Lakh beneficiaries per year
- Winner of CSI Nihilient e-Governance Awards 2011, 2016 and SKOCH Platinum Smart Governance Award in 2017

Integrated Examination Management and Results Processing System

- End-to-end automated system for the Intermediate education (Class XI and Class XII), right from admission process, fee collection, pre and post examination and results processing activities

Modules

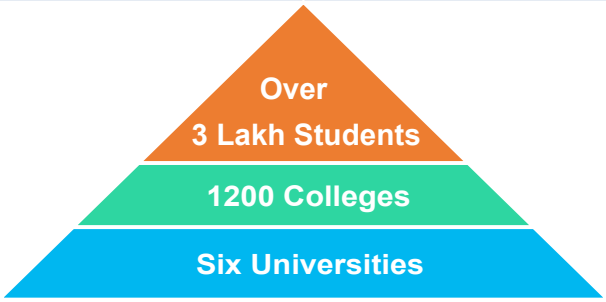
College Affiliation & Student Admission	Exam Fee Payment	Exam Center Constitution
Hall Tickets Generation	Exam Planning	Results processing & Publishing
Revaluation/ Recounting	Mobile App	Grievance Redressal System

TELANGANA STATE BOARD OF INTERMEDIATE EDUCATION
GOVERNMENT OF TELANGANA

- 9.66 lakh students downloaded the results within 3 hours of results declaration with zero error for the AY 2019-20

Degree Online Services - Admission to College (DOST)

- Integrating all Degree colleges in Telangana



- Single window admission system for any course, college combination
- Applicants are from across Telangana and other States in India, and from more than 10 other countries

Commissionerate of Collegiate Education

USP of this application

Choice Based Credit System

- Interactive Mode of Information Alerts like WhatsApp, Facebook, Twitter and extended Help Line Centres support

- CGG is implementing DOST application from the year 2016
- Winner of Platinum Skoch Smart Governance Award 2017 & Award of Appreciation - CSI Nihilent e-Governance Awards 2018

Praja Palana,

- Mahalakshmi Scheme (Financial assistance of Rs. 2,500 per month to women; Subsidized gas cylinder at Rs. 500 to women)
- Rythu Bharosa
- Gruha Jyothi
- Indiramma Illu
- Cheyutha



- Web Portal
- Development of Services – Application Form, Validation services for identifying the beneficiary, Sanctioning services to the Depts,, Dashboard & Reports
- Mobile App

Prajavani @ Praja Bhavan, effective Grievance Redressal System



- "Prajavani", a formal channel created by the Government of Telangana, to enable the citizens of the Telangana State to raise their concerns /complaints regarding the public services and governance.

Election Management System - Telangana & Andhra Pradesh

- Covered 12,751 Gram Panchayats, 141 Urban Local Bodies, and 5,857 MPTC and 539 ZPTC
- Voluminous data – 6TB

- Election Management System –
- Andhra Pradesh ongoing

*Ongoing

Telangana State Public Service Commission (TSPSC)

Online Recruitment Processing System

134
Job Notifications

53,472
No. of Vacancies

53,472
No. of Vacancies

Online Beneficiary Management & Monitoring System (OBMMS)

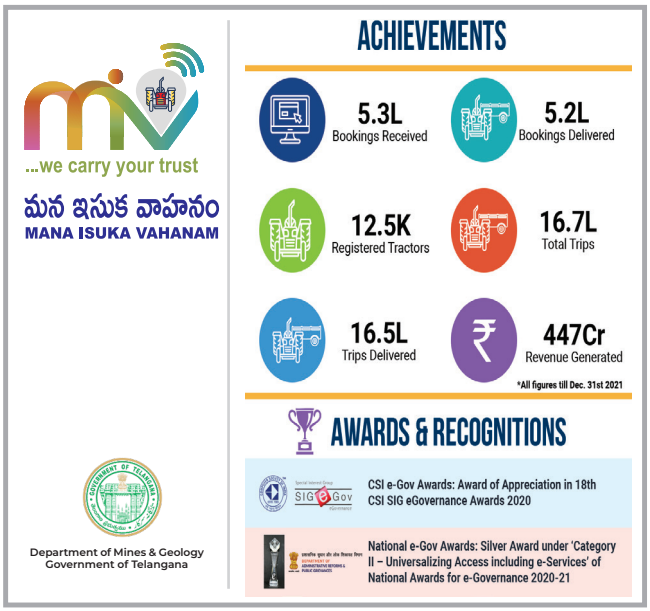
- An integrated e-Tool for Welfare Finance Corporations to facilitate disbursement of subsidy benefit to the BPL beneficiaries for grounding of Self Employment/Economic Support Schemes.
- Helps in monitoring various activities such as Beneficiary selections, Beneficiary sponsoring by Banks, District level Approvals, Collector Sanctions, MD office Releases, Transfer of Subsidy, Raising of Loan component and Grounding of units by banks with respect to Action Plan of Welfare Corporations/ Federations.

- In Telangana OBMMS is successfully implemented by 18 Welfare Corporations / Federations and 22 Welfare Corporations in AP.
- The project is also being replicated across the country by MeitY, GoI

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

Telangana State Mana Isuka Vahanam (My Sand Vehicle)

- Web and Mobile based Solution to streamline and automate 'end-to-end' processes of Sand booking and delivery management .
- Citizens can book sand from anywhere and anytime
- Citizen can track the delivery of the sand and receive alerts at each stage of the sand delivery.
- Automated trip allocation, e-payment, SMS gateways, Chatbots, Analytics Dashboard and Grievance Resolution



Human Resource Management System for TS Police Dept.



Urban Local Bodies

Technical Partner to GHMC: Implementing over 28 IT modules

KEY MODULES

GHMC Content Management website	Property Tax, Vacant Land Tax, Mutation	BRS, LRS
Birth and Death Certificates	Trade License	Vector mapping of properties
Estate Management system	Grievance Redressal	My GHMC mobile App and Dashboard for effective monitoring

- Introduced Ticketing System, for resolving the tickets received from the User department
- About 16 lakhs Assessments are available in the system

Platinum Digital India Awards 2018, GoI

eMunicipal Telangana, CDMA - 139 ULBs

- Phase 1: Development of modules of Property Tax, Water Tax & Trade licence
- Phase II, Development of modules for Advertisement, Vacant Land Tax, Under Ground Drainage, Mobile Tower Approval, Registration of Contractors etc.

mGovernance - Mobile based Applications



Objectives

The State of Telangana is a pioneer in offering its services through mobile Governance.

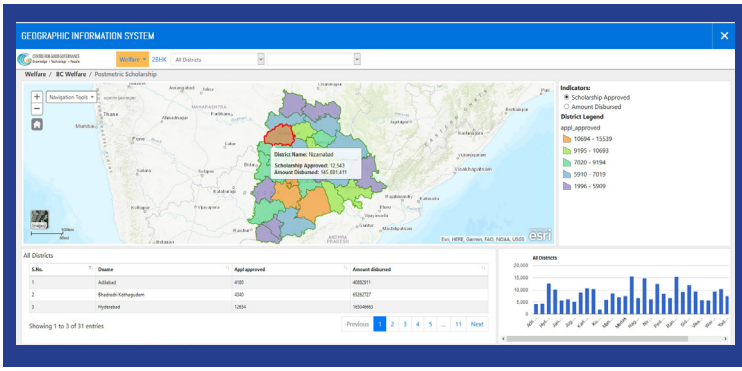
Centre for Good Governance is associated with the Telangana Government to promote m-Governance across Governments by developing mobile-based applications.

CGG has developed over 100 mobile applications for its User Departments in various sectors such as Agriculture, Irrigation, Education, Health, Electoral services, Aadhaar based services, Skill Development, Fire, Police, and Citizen-centric services for Urban Local Bodies, etc.

Featured Mobile Applications

MYGHMC | OPMS | MBMP | AEBAS | GREEN HYDERABAD | TS EC VOTER SLIP | SWACHH TELANGANA | TS FIRE | PHC SUPER APP

gGovernance-GIS based monitoring through Dashboards



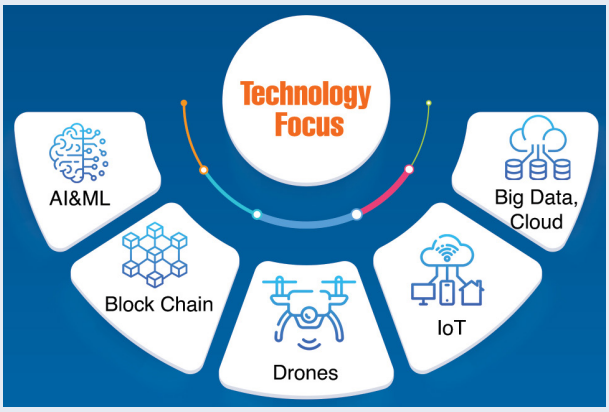
Objectives

- 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.

CENTRE OF EXCELLENCE FOR EMERGING TECHNOLOGIES

Objectives

- Nurture and promote the use of cutting-edge emerging technologies in various aspects of Governance
- Emerge as an Innovation Hub in Emerging Technologies
- Handhold Government departments in Implementing new technology solutions
- Integrate Emerging Technology benefits to eGovernance projects to cover new and untapped areas
- Enhance quality and speed of service delivery and empower decision-making by big data analytics
- Initiate new drone-based services in various organizations for better Governance



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

Latest IT licenses and softwares

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





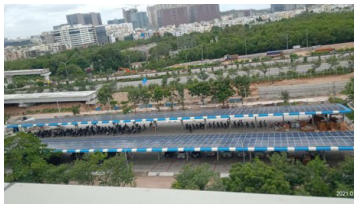
- **Two Office Premise**s – Jubilee Hills and Gachibowli
- **VDI infrastructure** – Work from anywhere in office and WfH during pandemic
- **Library** – access to thousands of e-books
- **AC Gymnasium** , Sports facility TT, Carom
- Meeting rooms equipped with Interactive Smart Boards with facilities such as **"Touch to Write"**, Mirroring PC/Mobile phone to interactive flat panel and Teleconferencing
- Regular training programs/Training Rooms
- Solar Power Plant of 287.50 Kwp on Car Parking Shed
- Rooftop Garden Cafeteria













OUR ESTEEMED CLIENTELE

- प्रशासनिक सुधार और लोक शिकायत विभाग DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES
- कृषि एवं किसान कल्याण विभाग DEPARTMENT OF AGRICULTURE & FARMERS WELFARE
- North Eastern Council, Government of India
- unicef
- Telangana State Public Service Commission (TSPSC)
- Telangana State Board of Intermediate Education
- Telangana State Finance Department
- Food Corporation of India (FCI), GoI
- Capacity Building Commission
- Hyderabad & Cyberabad Police Commissionerates
- ePASS Govt. of Jharkhand & Karnataka
- TS Legislature, Ministry of Electronics & Information Technology, GoI
- National Institute of Agricultural Extension Management, GoI
- Telangana State Civil Supplies Corp. Ltd.
- Degree Online Services, Telangana (DOST), Commissionerate of Collegeiate Education
- Tirumala Tirupati Devasthanams (TTD)
- TS Disaster Response and Fire Services Department
- GHMC & CDMA
- TS Mines & Geology Department
- Telangana State Road Transport Corp.
- Pollution Control Board Telangana, Andhra Pradesh & Tamil Nadu
- Telangana State Industrial Infrastructure Corporation Ltd
- National Institute of Disaster Management, GoI
- Telangana State Dept of Agriculture and Horticulture

* The Clientele list is not exhaustive

LEADERSHIP



Sri Anumula Revanth Reddy
Hon'ble Chief Minister
Government of Telangana
Chairman, CGG Board



Sri Mallu Bhatti Vikramarka
Hon'ble Dy. CM & Finance Minister,
Government of Telangana &
Vice- Chairman, CGG Board & Chairman,
Steering Committee



Shri Ravi Gupta, IPS,
Executive Vice-Chairman &
Director General
Centre for Good Governance

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