



Workshop on Harnessing Knowledge Management through Web 2.0 Tools in the Era of Government 2.0

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Presentation by
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About CGG (India)

- **Centre for Good Governance**

Road No.25, Jubilee Hills,
Hyderabad 500033,India



www.cgg.gov.in

- **Focus Areas:**

- Governance Reforms, e-Governance
- Social Accountability, Right to Information, Social Audit, transparency , anti-corruption studies
- Institutional Development & Public Service Delivery Improvement
- Accounting Reforms and Process Re-engineering
- Monitoring and Evaluation
- Change Management and Training

- **Four staff members presently working on UNPAN**



Knowledge Management

- **em GKR documentary entry**
- **We have contributed 31 papers in 2009**
- **About 30 em GKR documents are being short listed and would be uploaded shortly**
- **Working Papers - 9 papers have been uploaded**
- **Compiled the documents pertaining to civil services in India for RCOCI**



Request from UNPAN-NY

- **RSS feeds links to important e-Journals (scholarly Journals) may be provided**
- **Maintaining a database of articles in Public Administration freely downloadable to the UNPAN members for research and knowledge management**
- **On-line training in the courses offered by UNPAN**
 - **Ms. Nayana Renukumar : Knowledge Management in Government**
 - **Ms. J. Lakshmi: Public Administration Illustrated**
 - **Ms. S. Maadhavi – Recently enrolled**



Areas of Improvement

- Important news clippings relevant to public administration and governance issues can be provided periodically
- Searching for a document could perhaps be more easy in UNPAN
- “A picture is worth a thousand words”: Could we have a section only on pictorial content with brief description of the theme?
- An e-mail can be given once a paper is accepted for uploading



Way Forward

- **CGG's commitment to UNPAN over next two years**
 - Will commit more people to contribute to UNPAN to substantially increase the number of items uploaded
 - Will encourage staff to use UNPAN more intensively particularly for research and e-learning
- **CGG's plan to further contribute to the network**
 - CGG can provide online learning tools relevant to regional stakeholders in public administration. Examples :Online learning tools in the use of Right to Information Act, conduct of social audit etc.
 - Will send emails and letters to important government functionaries and civil society representatives all over India to publicize the network
 - Prepare content for some topics for e-learning courses



Final Thoughts

- **Video conferences can be organized for discussions and review once in 3 – 6 months**
- **Some awards or recognition can be institutionalized for individuals and institutions based on good performance**
- **Some exposure visits can be organized or workshops conducted in knowledge management for the staff with part funding coming from member institutions**



Final Thoughts..

- **Networked sub-centers can be encouraged to participate in each country through the existing members as nodal points**
- **Can the UNPAN also have individuals as members/volunteers to contribute?**
- **Could we have some more content in local languages?**

THANKS



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