

Flow of information in CSIR

TEAM

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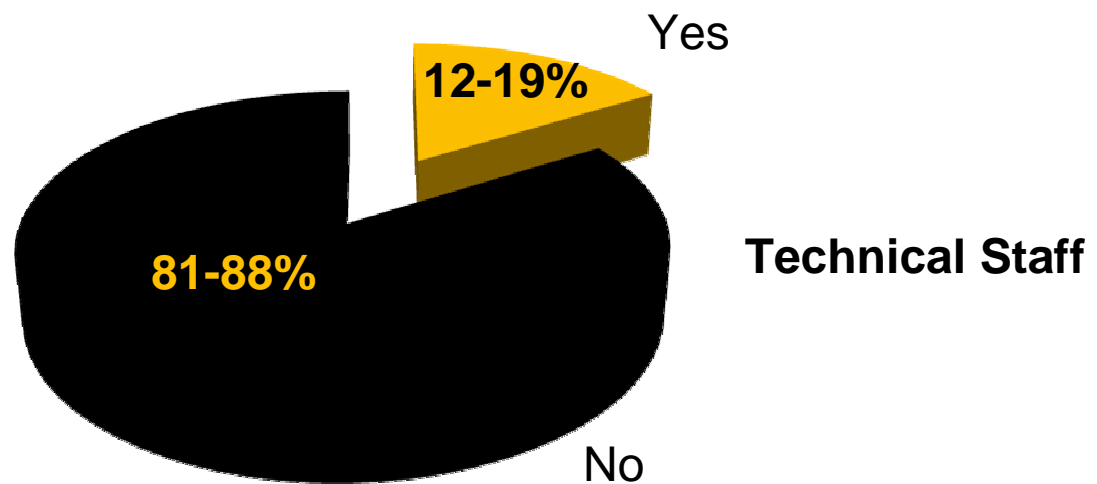
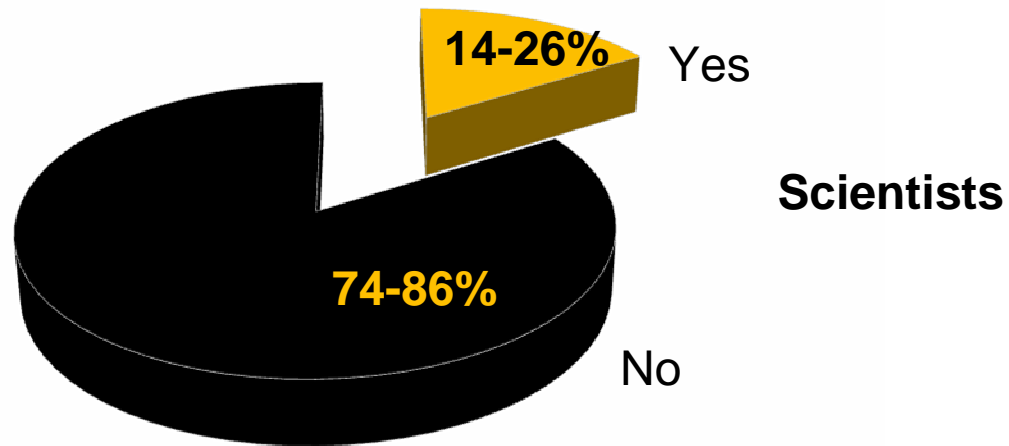
Apparent problem

The DG stated that his greatest problem was getting his communications to move through CSIR to all staff

Facts from the survey

No	Issues	Facts
1	Information from Director/HOD/COA	80% No
2	Time for information flow	60% - about 2-4 weeks
3	Multilevel information flow chain	70%
4	Access to CSIR Newsletter	65%- No
5	Rating on information flow	75%- average to poor

Percent staff awareness- CSIR Circulars



Conclusions

- Poor access to information
- Inadequate technology support for information dissemination
- Failure of information chain
- Indifferent attitude of senior leaders towards consistent communication

Real Problem

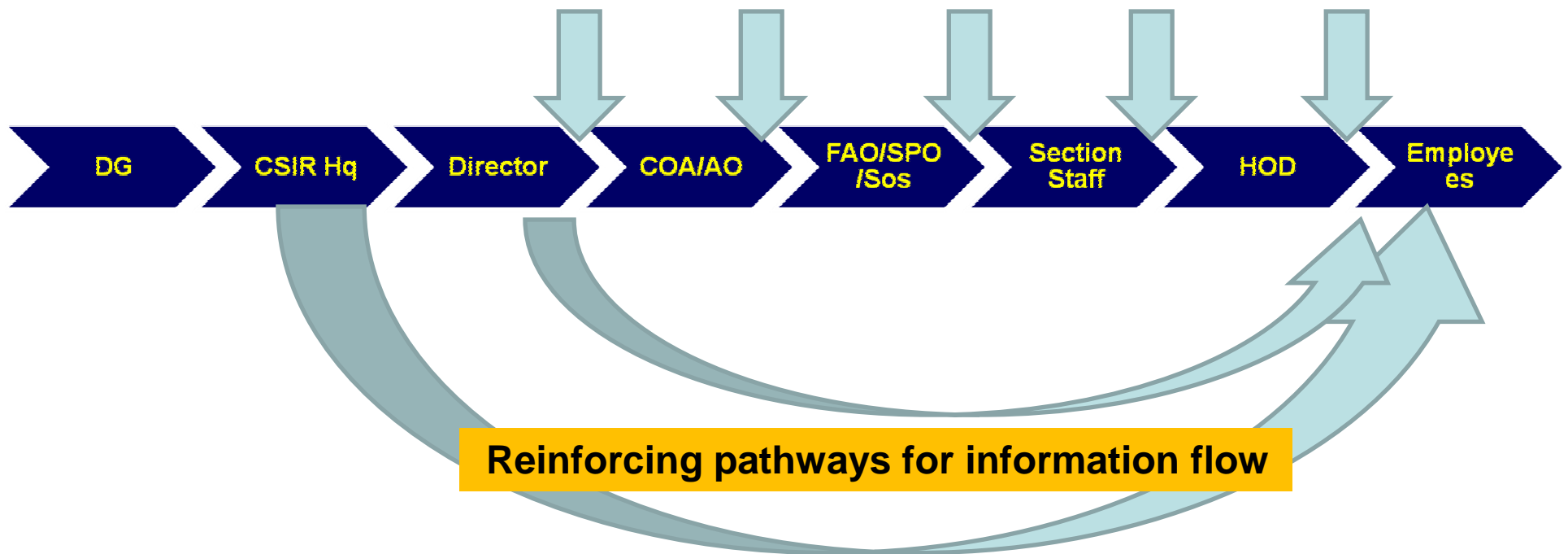
How to improve the flow of information vertically and horizontally in and across CSIR so that the staff receive the information they need in order to perform effectively?

Possible Solutions

- **Improve technology platforms for information dissemination**
- **Improve leadership at multiple levels**
- **Establish clear accountability for dissemination of information**
- **Greater staff involvement and participation in 'upward' communication**
- **Regular measurement and evaluation of communication practices**

Information pathways

1. Eliminate blockages through improved leadership



2. Improve technology Platforms

Recommendations

- Broader based leadership development (5000 leaders !)
- Clear fixing of accountabilities by the DG, cascaded to Directors, HODs and down the line
- Leverage technology platforms

Eg.1. Push technology via web portals that place important communications on the desktop

Eg.2. E-mode way of information flow supported by IT management groups at all the labs

Action Plan

Action	Accountability	Completion date
Leadership development <ul style="list-style-type: none"> • DG to task HRDC to deliver broad based LDP for (i) directors, (ii) HODs and (iii) young scientists and engineers to empower at least 5000 staff 	DG	June 2010
Fixing of accountabilities <ul style="list-style-type: none"> •Directors to task HODs and CoA, AO to cross check information flow downwards and upwards 	Directors	March 2009
Leverage technology platform <ul style="list-style-type: none"> •Use existing IT – infrastructure •Further hi-tech IT support with additional expenditure (to be worked out by IT groups) 	IT Groups	December 2009

We thank

- **Respondents**
- **Tutors**
- **Fellow LDPians**