



PUBLIC AFFAIRS CENTRE
Committed to good governance



PUBLIC AFFAIRS FOUNDATION
Partnership for Better Governance

LEVERAGING AI FOR IMPROVED GOVERNANCE IN KARNATAKA

(One-Day Workshop)



Date: 29th May, 2025

Venue: Public Affairs Centre (PAC), Jigani Campus

Organized by Karnataka AI Cell, Centre for e-Governance, DPAR (e-Governance)

Government of Karnataka

In collaboration with Public Affairs Foundation

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CONTEXT & BACKGROUND

In the era of rapid digital transformation, Artificial Intelligence (AI) has emerged as a critical tool for enhancing the effectiveness, efficiency, and transparency of governance systems. Governments across the world are increasingly exploring AI-driven solutions to strengthen public service delivery, policy-making, citizen engagement, and internal administration. As India aspires to become a global leader in digital innovation, it is essential that public sector officials and staff are equipped with the knowledge and skills to integrate AI technologies into governance frameworks.

Against this backdrop, the **Public Affairs Foundation (PAF)** organised a one-day capacity-building workshop titled “**Leveraging AI for Improved Governance in Karnataka**” on **29th May 2025**, at the Public Affairs Centre, Jigani Campus. The workshop was designed for the state government officers of Karnataka from various departments to introduce them with the fundamentals of Artificial Intelligence, Generative AI, and prompt engineering, with a focus on real-world applications in governance.

The initiative was conceptualised and guided by Dr. S. Sadagopan, Member of the Board of Directors of the Public Affairs Centre (PAC) and the former Director of IIIT-B. The training was conducted by a faculty from IIIT-Bangalore and REVA University, with an introduction by the Director AI Cell of the Government of Karnataka highlighting the initiatives of the department of e- Governance to introduce AI in Government departments. The workshop aimed at bridging the knowledge gap between technology developers and policymakers, enabling government officers to become proactive users of AI tools in their respective domains.

This report documents the key proceedings, learnings, and takeaways from the workshop, which represents an important step toward building an AI-aware governance ecosystem in Karnataka.

Welcome Address, Ms. Ashwini V, Head- Administration, Finance & Hr, PAC

Ms. Ashwini V extended a warm welcome to all the participants, the dignitaries on the dais and the staff attending the one-day workshop programme. Initiating the session with welcoming the Director of Public Affairs Centre (PAC), Ms. N T Abroo, IAS (Retd.), Dr. S Sadagopan, Member of the Board of Directors of PAC and the Former Director of IIIT-B, Dr. Shreevyas, the Director of the AI Cell, e-Governance Department, Government of Karnataka, and the key resource persons of the workshop, the Adjunct Faculty of IIIT-B, Dr. Ramesh Kestur and Dr. Sanjay Chitnis Vice Chancellor Reva University, Mr. Atul Shukla, entrepreneur and IIIT-B alumnus and Mr.Sivaram Tadepalli, Industry veteran. The speaker concluded by expressing gratitude to all dignitaries, faculty members and participants for their valuable presence and for contributing to the success of the event.

Ms. N T Abroo and Dr. S Sadagopan



Ms. Abroo felicitating Dr. Kestur



Ms. Abroo and Dr. Sadagopan with Dr. Shreevyas



Introduction to Workshop, Dr. S Sadagopan, Member of The Board of Directors, PAC, & Former Director, IIIT-B

Dr. S Sadagopan provided a brief introduction to the overall workshop sessions. He emphasised on the objectives and importance of conducting such workshop, in order to introduce the latest technology to the upper and middle management of the Government of Karnataka, so that Karnataka retains its pride of place in being a State that has always been the first in the country to adopt the latest technology to enable prompt and equitable delivery of services to its citizens. He explained how the training sessions will be enriching for the participants in terms of applicability of AI in various government sectors. He also focused on the interactive sessions and hands-on experience session with the trainers, which were essential for the participants to gain experience on how artificial intelligence can be effectively used in their respective workplace.

Prof. S Sadagopan



Overview of the AI Cell in the Government of Karnataka, Dr. Shreevyas H M, Project Director, AI Cell, E- Governance Department, DPAR, Government of Karnataka

Dr. Shreevyas began with a brief introduction on the Government of Karnataka's AI Cell and its four pillars. He explained why Bengaluru has been recognized as a top global tech powerhouse alongside San Fransico and London. He detailed the AI driven initiatives, in-house AI training, and emphasised on the expansion of infrastructure, policy and regulatory frameworks. He concluded by encouraging the officers to learn and implement the usage of AI in their sectors.

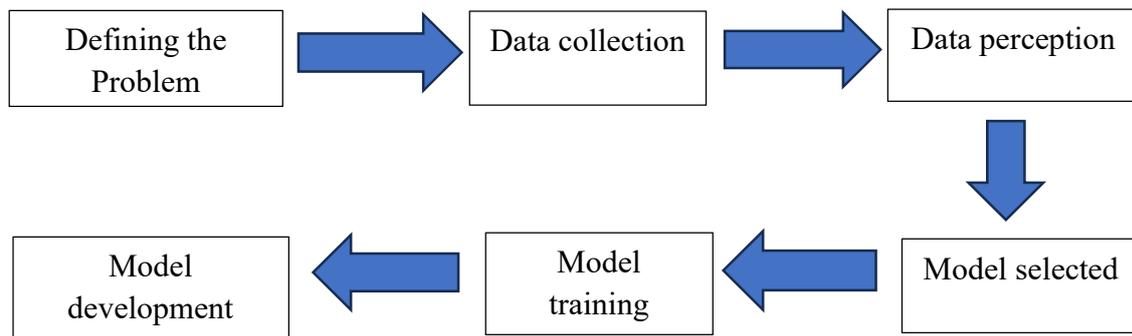
Dr. Shreevyas, Director AI cell, Department of e-Governance



Overview of Sessions

Session 1: Foundations of AI and Generative AI | Dr. Ramesh Kestur IIIT B Faculty

- Described the differences and interconnections between AI, Machine Learning, and Generative AI.
- Explored how countries and companies are competing for dominance in AI development.
- Explained the basic functioning of Large Language Models and their ability to generate human-like text.



- Highlighted key challenges like bias, hallucination, and lack of reasoning in current AI systems

Dr. Kestur delivering his lecture session



Session 2: Enhancing Personal Productivity with Generative AI | Dr. Ramesh Kestur IIIT B Faculty

- Introduced techniques to effectively interact with AI through structured inputs.
- Showcased real-time use of AI tools for drafting emails, generating reports, and summarising documents.
- Demonstrated how AI can simplify data exploration and insights extraction.
- Encouraged creation of reusable prompts to streamline routine professional activities.

Dr. Kestur engaging in an interactive session



Session 3: AI in the Indian Context | Dr. Sanjay R Chitnis Vice Chancellor REVA University and Mr. Atul Shukla Alumnus IIIT B and Entrepreneur

- Provided an overview on India's efforts in promoting AI through government programmes, special AI centres, and supportive policies.
- Highlighted major Indian AI startups like Sarvam AI, Bharat GPT, Krutrim, and Jio AI that are making significant progress.
- Explained how AI is being used in important fields like healthcare, finance, agriculture, and government services to improve outcomes and efficiency.

Dr. Sanjay R Chitnis delivering the session



Session 4: Identifying AI Opportunities in Governance | Dr. Sanjay R Chitnis Vice Chancellor REVA University

- Discussed how AI can help solve common governance problems, such as improving service delivery, managing data better, and handling public complaints more efficiently
- Shared successful examples where AI improved efficiency and transparency in governance.
- Analysed real-world implementations of AI in governance from both international and Indian contexts.

Participants engaging in hands-on experience during training session



Session 5: Ensuring Responsible AI Adoption | Dr. Sanjay R Chitnis Vice Chancellor REVA University

- Emphasised the importance of fairness, accountability, and transparency in AI systems.
- Addressed risks related to data protection and legal compliance in public sector AI.
- Introduced structured approaches to ensure responsible and ethical AI deployment.

Trainers engaged in doubt-clearing session

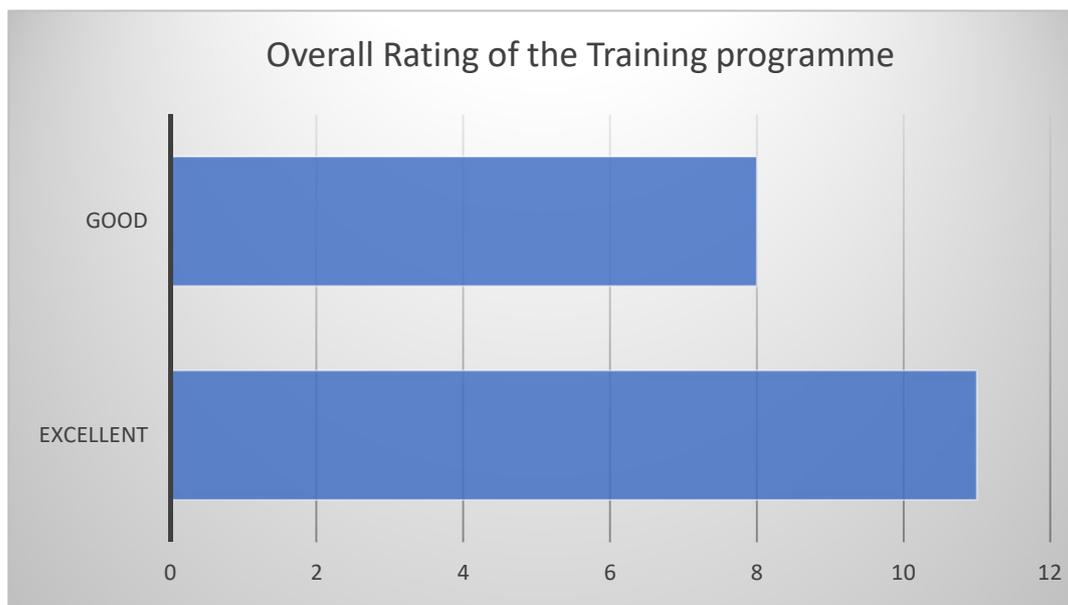


The training programme was concluded with closing remarks put forward by the Director of Public Affairs Centre, Ms. Abroo and Dr. Chitnis, Vice Chancellor of REVA University, who summarised the essential concepts from all sessions, while encouraging the participants to implement AI solutions thoughtfully in their respective domains.

Course Feedback

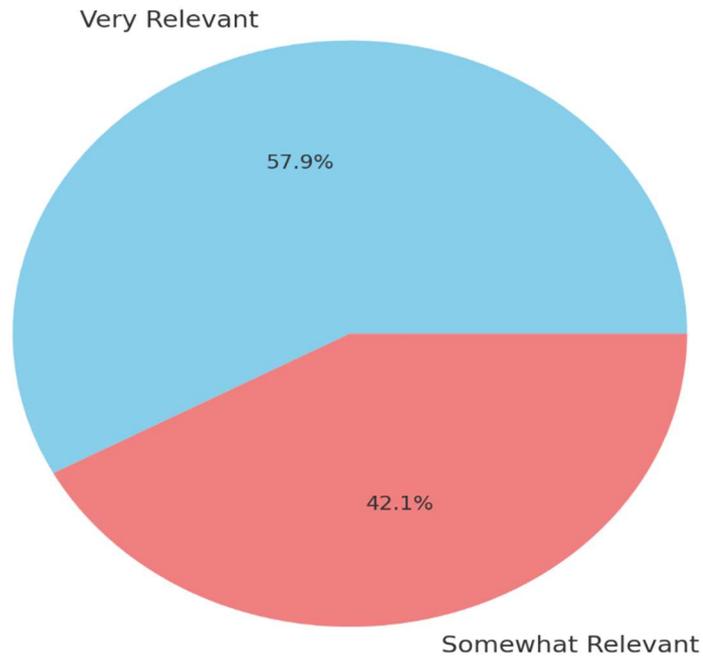
This section provides the summary of the feedback received from 19 participants, who have submitted their feedback through Google form provided to them.

How would you rate the overall training programme?: Out of 19 total responses, 11 participants rated the program as ‘Excellent’, while 8 rated it as ‘Good’. This indicates a strong positive reception of the training, with the majority of participants expressing a high level of satisfaction.



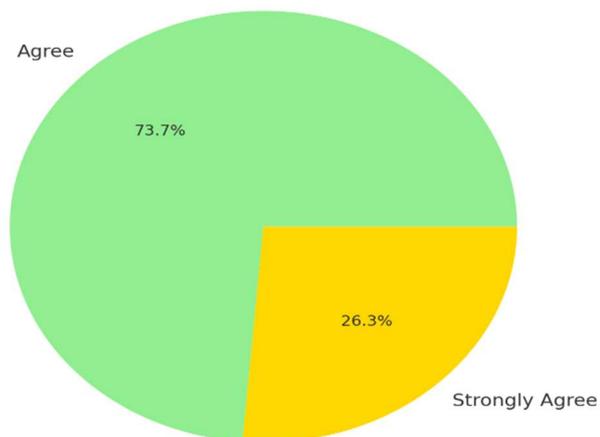
How relevant was the content of the training to your departmental needs?: Out of 19 responses, 57.9% rated the content as ‘Very Relevant’, while 42.1% rated the programme as ‘Somewhat Relevant’. This indicates that the majority of participants found the training content to be highly applicable to their departmental work, highlighting the effectiveness of the training programme in addressing practical needs. However, the notable percentage responding that the training was ‘Somewhat Relevant’ suggests that there is room for improvement in aligning the content more closely with the specific contexts and requirements of different departments.

Relevance of Training Content to Departmental Needs

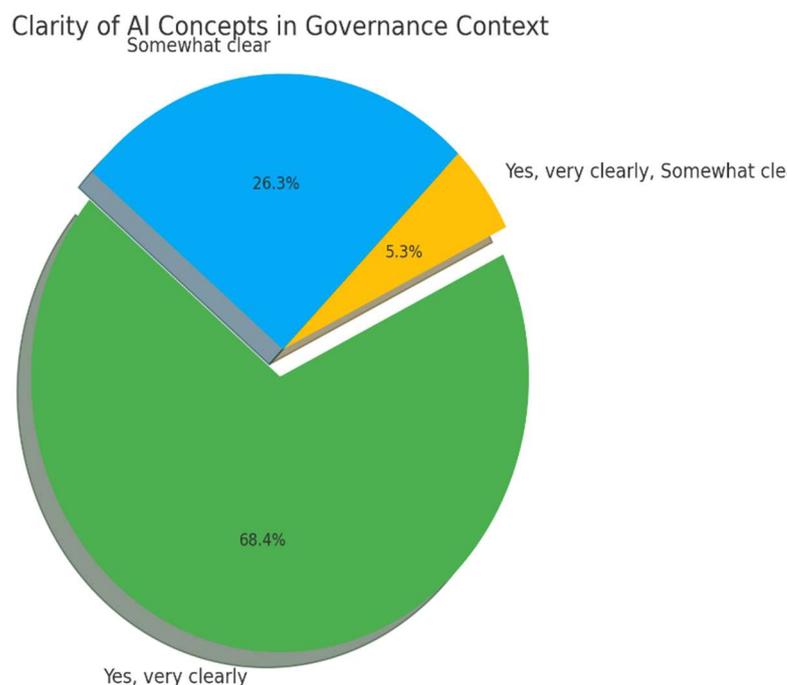


Was the content organised and easy to follow?: Out of 19 participants, 73.7% ‘Agreed’ with the question posed, that is, the content of the workshop was organised and easy to follow. Remaining 26.3% of the participants have ‘Strongly Agreed’ that is the content was organised and easy to understand. This indicates a high level of satisfaction with the organization and clarity of the training content. The absence of negative responses suggests that the material was well-structured and accessible to most attendees, reinforcing the programme's effectiveness in delivering information in a clear and understandable manner.

Clarity and Organization of Training Content



Were the concepts of Artificial Intelligence explained clearly and with practical relevance to governance?: Most of the participants (68%) found the AI concepts very clearly explained with practical relevance to governance. About 26% opined that the explanation was only somewhat clear, and a small portion provided mixed feedback.



What are the key takeaways from this session that you can apply in your department? When the participants were asked about the key takeaways from the training programme that they can apply in their respective departments, they listed out multiple options. Those options are as follows.

- Application of AI for the betterment of the farming community
- Improved records maintenance
- Ensuring equitable opportunities for artist troupes using AI
- Addressing staff shortages and enhancing efficiency with AI tools
- Use of ChatGPT for various administrative tasks
- Exploring AI integration in public administration
- Emphasis on quality data, analytics, and visual presentation
- Learning rapid preparation of proposals, PowerPoint presentations, and videos
- Understanding AI's role in the future of work and productivity
- Enhancing service delivery and governance through AI
- Applying AI in drafting proposals and reports
- Leveraging AI for welfare policy implementation and beneficiary support (e.g., ex-servicemen)
- Saving time in routine departmental functions
- Encouragement to use AI with caution and awareness
- Relevance of AI in technical departments for employee safety and welfare under the Factories Act

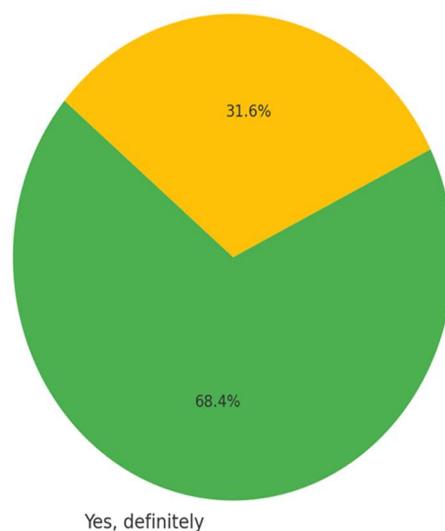
- Using AI to generate reports, draft policies, and perform comparative analysis with other states
- Employing AI tools for animal identification within departments

Please provide any suggestions to improve future training sessions: After attending the training sessions the participants have provided PAC team with some suggestions to improve future training programmes, which are as follows.

- Many participants have suggested that the current one-day format is insufficient to cover the vast subject of AI. A more comprehensive programme spanning over 3 to 5 days was recommended to provide an in-depth understanding, with multiple respondents emphasising the need for a detailed and interactive workshop format.
- Several comments emphasised the importance of more practical exercises and hands-on experience over purely theoretical content. Participants expressed their willingness for live examples, real-world use cases, and less emphasis on theory to better grasp how AI can be applied in governance.
- It was highlighted that training should be department-specific to address the unique challenges and workflows. Suggestions also included focusing on policy matters related to data and AI, and using Indian AI tools relevant to local governance needs.
- Some respondents requested that presentations be delivered more slowly and clearly to ensure better understanding.
- Transport facilities to be arranged for ease of access.

Would you consider attending a 5-day training programme?: Majority of the participants have expressed their willingness to attend a 5-day training programme to gain an in-depth understanding of application of AI in various government departments.

Willingness to Attend a 5-Day Training Program

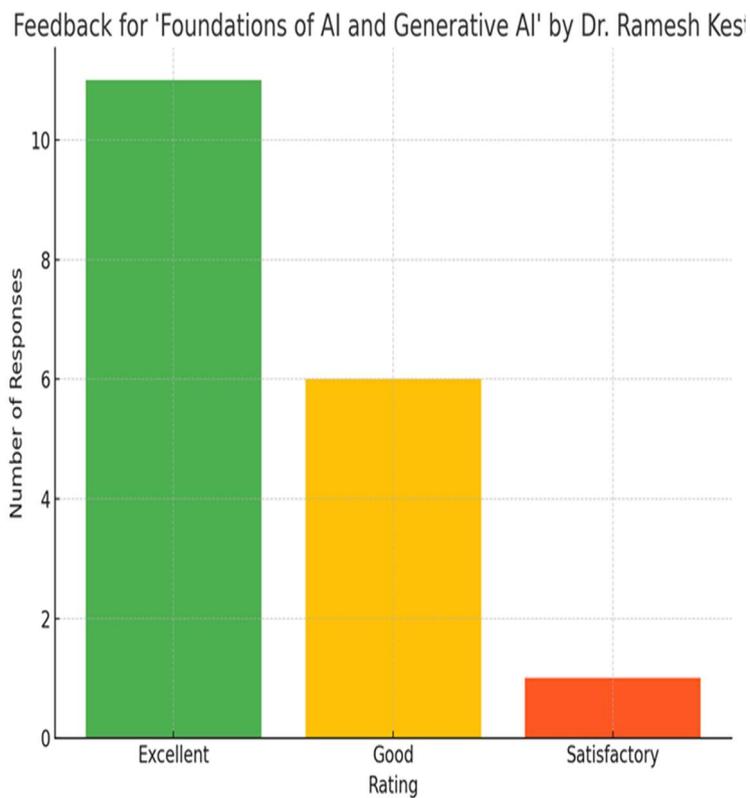


Were the training venue and facilities adequate in terms of accessibility and infrastructure?

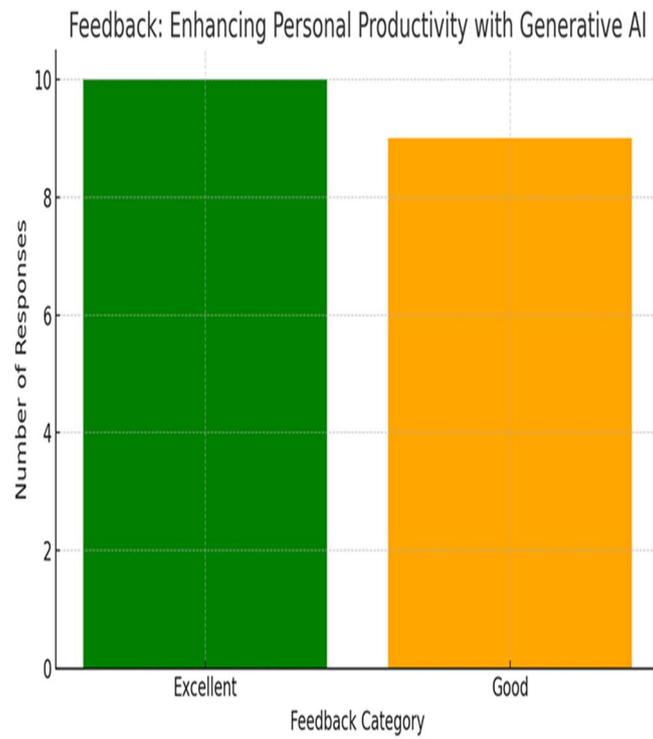
Answering this question, most of the participants found the training venue and facilities to be good or satisfactory, highlighting that the infrastructure was generally well-equipped and supportive of the training sessions.

Feedback on each session: The participants have provided their feedback on each sessions.

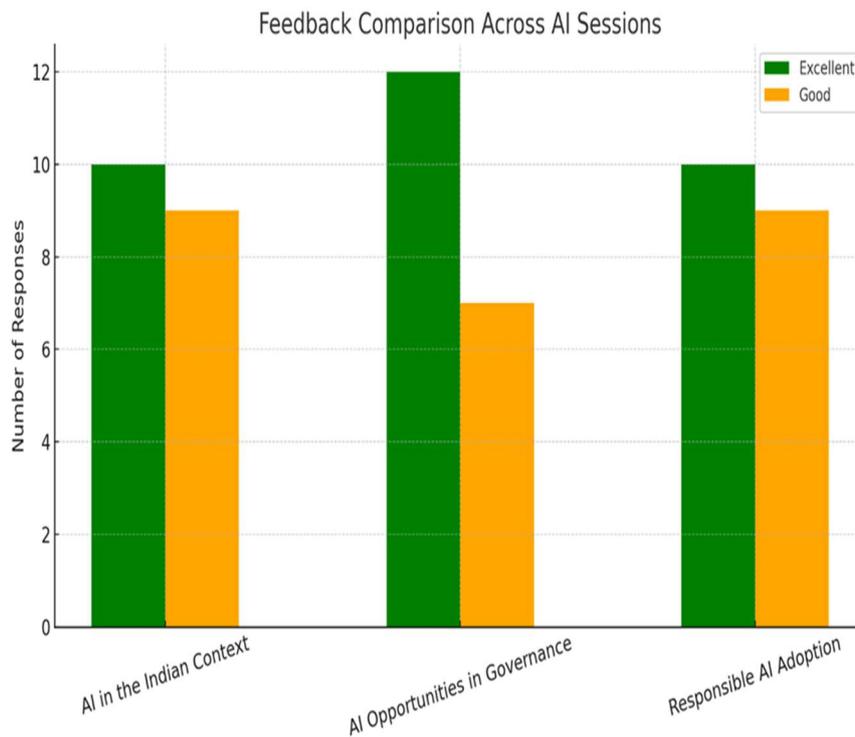
i) Foundations of AI and Generative AI (Dr. Ramesh Kestur)



ii) Enhancing Personal Productivity with Generative AI (Dr. Ramesh Kestur)



iii) AI in the Indian Context (Dr. Sanjay R Chitnis & Mr. Atul Shukla), Identifying AI Opportunities in Governance (Dr. Sanjay R Chitnis), Ensuring Responsible AI Adoption (Dr. Sanjay R Chitnis)



Each of the session presented during the workshop received positive responses like ‘Excellent’ or ‘Good’, indicating a high level of satisfaction among the participants.



Leveraging AI for Improved Governance in Karnataka

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Training Agenda / Schedule		
Day and Date: Thursday, May 29, 2025		
Time	Topic	Resource Person
9:30 AM – 10:00 AM	Registration	PAC Team
10:00 AM – 10:10 AM	Introduction and Context Setting <ul style="list-style-type: none">- Welcome and objectives of the workshop.- Importance of AI in governance.- Overview of the day's agenda.	Dr. S Sadagopan, Board of Director, PAC Former Director, IIIT B
10:10 AM – 10:25 AM	Overview of the AI Cell in the Government of Karnataka	Dr. Shreevyas Director, AI Cell, E- Governance Dept, DPAR, Govt of Karnataka
10:25 AM – 11:15 AM	Session 1: Foundations of AI and Generative AI <ul style="list-style-type: none">- Introduction to AI, ML, and Generative AI: Definitions and distinctions.- Global trends and the Race for AI Supremacy.- How LLMs work (conceptual overview).- Limitations of AI.	Dr. Ramesh Kestur IIIT B Faculty
11:15 AM – 11:30 AM	Tea/Coffee Break	
11:30 AM – 01:00 PM	Session 2: Enhancing Personal Productivity with Generative AI <ul style="list-style-type: none">- Introduction to Prompt Engineering.- Demonstration of AI copilots for:<ul style="list-style-type: none">- Email drafting.- Report generation.- Document analysis and summarization.- Using AI for querying large datasets.- Building a Prompt Library for daily tasks.	Dr. Ramesh Kestur IIIT B Faculty
1.00 pm – 2.00 pm	Lunch Break	
02:00 PM – 2:45 PM	Session 3: AI in the Indian Context <ul style="list-style-type: none">- Overview of India's AI landscape: Government initiatives, centers of excellence, and policies. AI VCs and Venture Studios, One person Unicorns- Key Indian AI players: Sarvam AI, BharatGPT, Krutrim, Jio AI, etc.- Sectoral applications in HealthTech, FinTech, AgriTech, and governance	Dr. Sanjay R Chitnis Vice Chancellor REVA University and Mr. Atul Shukla Alumnus IIIT B and Entrepreneur
2:45 PM – 3:45 PM	Session 4: Identifying AI Opportunities in Governance <ul style="list-style-type: none">- Identifying governance challenges AI can address.	Dr. Sanjay R Chitnis Vice Chancellor REVA University



Department of Personnel and Administrative Reforms
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	<ul style="list-style-type: none">- Use cases in public service delivery and operational efficiency.- Global and Indian case studies of AI applications in governance.	
3:45 PM – 4:00 PM	Tea/Coffee Break	
4:00 PM – 4:45 PM	Session 5: Ensuring Responsible AI Adoption <ul style="list-style-type: none">- Ethical considerations in AI.- Privacy, security, and compliance challenges in public sector AI.- Frameworks for ethical AI governance.	Dr. Sanjay R Chitnis Vice Chancellor REVA University
4:45 PM – 5:00 PM	Wrap-Up and Closing Remarks <ul style="list-style-type: none">- Recap of key learning points.- Discussion on next steps for implementing AI in participants' work.- Feedback collection	Smt Abroo Director, PAC and Dr. Sanjay R Chitnis Vice Chancellor REVA University